



 Together we are Cheltenham

Netcall roadmap 2022/23

What, when and why?



Development timeline 2022/23



| Activity window | Activity | Commercialisation | MTFS | Modernisation | Reputation | Technology & Digital |
|-------------------|-------------------------------------|--|--|---|---|--|
| 23/12/2021 | Netcall Contract | | | | | |
| Jan 22 – March 22 | Netcall Implementation | | <ul style="list-style-type: none"> • Low-code technology will reduce the need for external developers • Ability to rationalise existing business application portfolio, leading to reduced licensing costs | <ul style="list-style-type: none"> • Rapid continuous improvement of CBC services | <ul style="list-style-type: none"> • Accelerated rollout of self-service opportunities with a consistent customer experience | <ul style="list-style-type: none"> • Market leading low-code technology, leading to greater self sufficiency |
| Apr 22 – Jun 22 | Waste & Recycling (Exor mitigation) | <ul style="list-style-type: none"> • Opportunity to promote Bulky Waste service, whilst reducing operational overhead | <ul style="list-style-type: none"> • Exor licence renewal originally quoted at £120k p/a. Netcall is £72k with a Council wide deployment capability | <ul style="list-style-type: none"> • Robust solution delivering service improvements for both internal and external users. | <ul style="list-style-type: none"> • Rollout of customer centric self-service forms, which will provide 24/7/365 access | <ul style="list-style-type: none"> • Migration away from unfit for purpose technology; Exor is a highways maintenance focussed platform |
| Sep 22 – Oct 22 | Yotta integration | | | <ul style="list-style-type: none"> • Service request will be directly sent to Ubico management system with no data entry duplication | <ul style="list-style-type: none"> • Customers will be able to monitor and update their service request without needing to contact the Council | |

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| Jul 22 – Oct 22 | Jadu forms decommission | <ul style="list-style-type: none"> Opportunity to rapidly deploy online forms for new and existing income generating services | <ul style="list-style-type: none"> Potential for increased income from easier to 'buy' and extended range of Council services | <ul style="list-style-type: none"> Existing Jadu forms are limited in their capabilities | <ul style="list-style-type: none"> Accelerated rollout of self-service opportunities with a consistent customer experience | <ul style="list-style-type: none"> Move away from opportunity limiting technology platform |
| Nov 22 – Jan 23 | Pest Control | <ul style="list-style-type: none"> Increased opportunity for market share growth | | | <ul style="list-style-type: none"> Rollout of self-service capability, inc, forms, booking and payment | |
| Nov 22 – Mar 23 | FOI/Complaints | | | <ul style="list-style-type: none"> Significantly more robust platform to manage demand and performance | <ul style="list-style-type: none"> Rollout of self-service capability with the ability for customers to monitor progress | |
| Aug 22 – Aug 22 | SSO Civica Digital | | | | <ul style="list-style-type: none"> Significantly improved customer experience | <ul style="list-style-type: none"> Maximising the potential returns from technology investments utilising single sign on functionality |

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| Sep 22 – Oct 22 | Allotments | | <ul style="list-style-type: none">• Reduced licensing costs, c£5k p/a | | | |
| Jul 22 – Jul 22 | Parking Permits | <ul style="list-style-type: none">• Take advantage of proven market for business permits• Increase the marketing potential of the Council's property portfolio | <ul style="list-style-type: none">• Increased income from under utilised Council assets | | | |

2023 and beyond...



- Crematorium services
- Chabot's and social media integration
- Artificial Intelligence (AI) – service requests via Alexa/Google/Siri
- Mobile apps for field workers
- Robotic Process Automation (RPA) – services delivered without any manual intervention