

Improve Performance, & Reduce Costs



MDS is a portfolio of solutions designed to help transform service delivery in local government. It helps reduce costs dramatically, enrich customer experience, grow digital and mobile services, improve processes and join up disparate business systems

MDS Planning

Our solution handles all aspects of Development Management, Building Control and Land Charges services in Local Authorities. It is a modern, agile system that is really easy to use and avoids all of the shortcomings of older systems.

Its prime aim is to provide a better way to do development across the whole Council for your customers and your staff. Its focus is to help people build and develop effectively and at a lower cost to the Councils' tax payers. MDS Planning has a unified approach across all key areas enabled by a "demand capture" front-end that is focused on the customer. It features a templated approach for ease of change, and flexibility to customise and meet local issues. Our solution includes, as standard, important facilities such as: Community Infrastructure Levy; Section 106 Agreements; New Homes Bonus and build out rates. Moreover, it provides simplified access to publicly available information.

The innovative approach to handling customer demand ensures that all need is captured uniformly so that it can be flowed to the right place at the right time. All core planning processes are fully automated and comprehensively integrated with preferred mapping and document management systems and payment engines. Information can be instantly retrieved through built-in powerful query and reporting tools.

The result is improved service delivery through a single system design that keeps it simple and joined up with a prime focus on customer demand. Not only is our solution cheaper than traditional systems, it incurs less operational and support costs. Furthermore, in these times of change it is future-proofed through its flexibility and its sustainability. It is so easy to add new functions, e.g. community infrastructure levy, or to work with other agencies or accommodate changes arising from local government restructuring. Our solution fully reflects the

need for mobile and agile working – both in terms of customers accessing facilities and staff operating the system.

Powered by ESB

MDS Planning is powered by our unique ESB Agile platform that enables choices not otherwise available when it comes to implementing technology solutions. By the very nature of the agility and flexibility of ESB Agile you can be confident you will no longer be at risk of getting caught in the technology trap whereby the limits of the technologies are constraining either technically and/or commercially.

Our approach is to ensure that solutions do what's needed in the most simple and effective way at a much more affordable cost. We have ample proof they can transform the process of fulfilling business requirements whilst dramatically reducing costs. Typically, our solutions focus on the most effective route to fulfilment and manage all the requisite information, processes, outputs and interfaces with other vital systems. All at substantially reduced cost compared with alternatives.

Furthermore, our expert facility can rapidly automate wider business processes through the definition of appropriate rules and parameters. So, whilst our solution is ready to go, it can be readily deployed and easily tailored to suit local requirements. Likewise, the underlying technology is ideal for building applications in all areas of Council business – whether it be information or transaction based – with the highest levels of security. Our solution is available as a hosted service or for local installation. Moreover, our hosted solution is available through GCloud which simplifies the procurement process – please see our entry in the Digital Marketplace catalogue.

Way Forward

Now is the time to review what you're getting from your existing system and how much it's costing. Typically, we hear about problems such as: the focus is on inputting fields needed by the system; it's too constraining; there are three separate systems; its complexity and inability to make changes; and the consequences are compounded over time. The market desperately needs a new alternative.

MDS Planning offers a better way. It's new, modern, digital, agile and attractive – and it's very affordable. It has comprehensive functionality with rich features and is fully supported, including legislative compliance, with a roadmap shaped by users.

Moreover, it is a part of our MDS Portfolio of innovative solutions covering a vast range of local government activity. For instance, our Digital Services solution encompasses the whole sphere of customer contact portal, my account, end-to-end automated processes, customer relationship management, etc. So it's easy to have a single platform that enables better services to your customers.