

# Improve Performance, & Reduce Costs



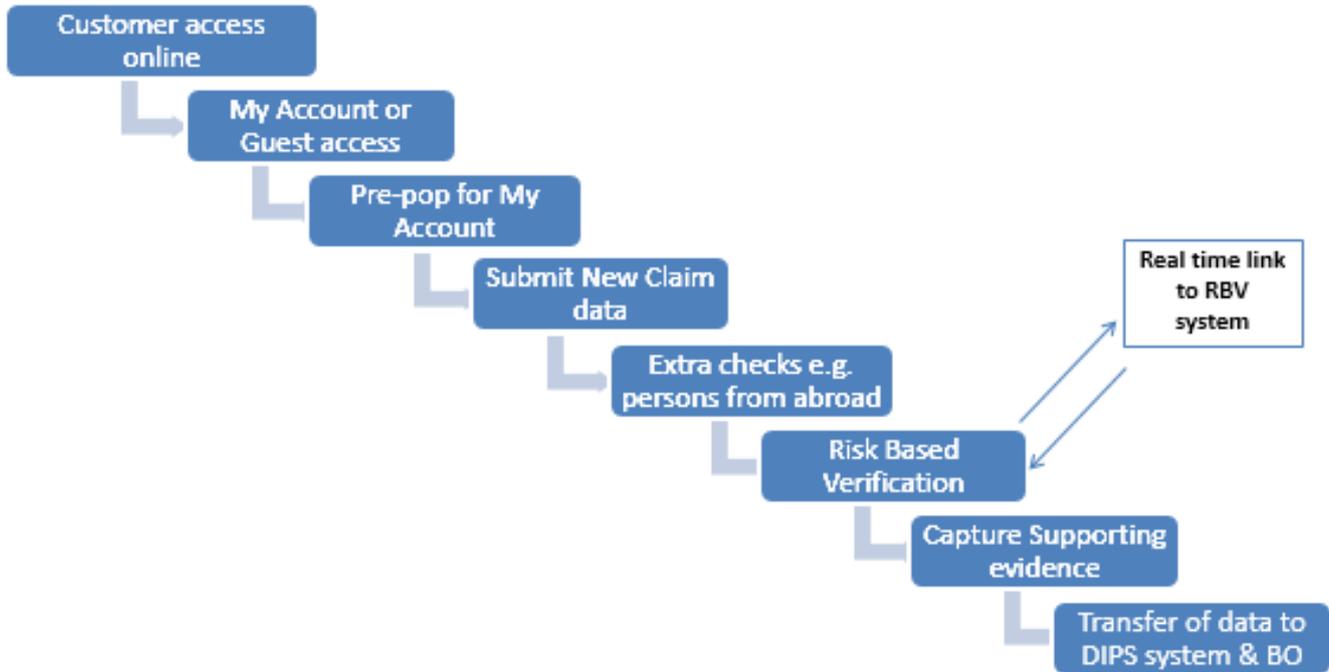
MDS is a portfolio of solutions designed to help transform service delivery in local government. It helps reduce costs dramatically, enrich customer experience, grow digital and mobile services, improve processes and join up disparate business systems.

## MDS Benefits Claim on Line

This system provides an intelligent, intuitive and on-line/ real-time, self-service facility for claimants to create and submit a housing benefit and/or council tax reduction claim to a user Council.

It was developed in conjunction with local authorities, since corporate and service managers wanted a solution that enables their customers to access services by whatever channel they prefer and, most importantly, to self-serve and to fulfil their needs in an end-to-end way. Key Features of the system include:

- Facility for customer to input data (relevant to the claim) online
- Attractive, easy to use screens that render readily for any device
- Highly interactive and intuitive experience for the claimant
- Intelligently learns from information input and aligns further questions accordingly
- Ample pop-up information and explanations
- Collects and collates data input by the claimant
- If used in conjunction with our digital services system it will identify/ authenticate the customer/ claimant, where appropriate (though claimant may choose to be anonymous)
- Passes data to back office systems for further processing (relevant APIs required)
- Optionally integrates in real time with RBV system (relevant licence required) to return request to claimant for and enable on line submission of appropriate evidence.



## Way Forward

Our unique ESB Agile platform enables choices not otherwise available when it comes to implementing ICT 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.

Our solutions have proved 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 solution is based upon an expert facility which can rapidly generate business applications 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.

Just as significantly, 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. Solutions have already been developed and deployed successfully in areas ranging from planning to street scene management – the latter utilising inbuilt GIS and mobile facilities. So it's much easier and more affordable to link the front with the back office.

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.