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Modernising local government workflows and customer experience

DXC Local Government eServices

Deliver great digital workflows and exceptional customer experience

In today's digitally connected communities, local government organisations are under pressure to meet the high expectations of both their internal and external customers.

Creating a customer-centric digital experience is more important than ever.

However, modernising the customer interface for rate payers and improving the digital workflow for employees is only part of the journey to modernisation for local government organisations.

The complexity and high cost associated with the whole of government digital journey means that many local government organisations are struggling to transform, and their customers are suffering. Hampered by disconnected, legacy systems that often rely on paper-based workflows, these systems may also be open to security and vulnerability concerns.

"Creating a customer-centric digital experience is more important than ever."
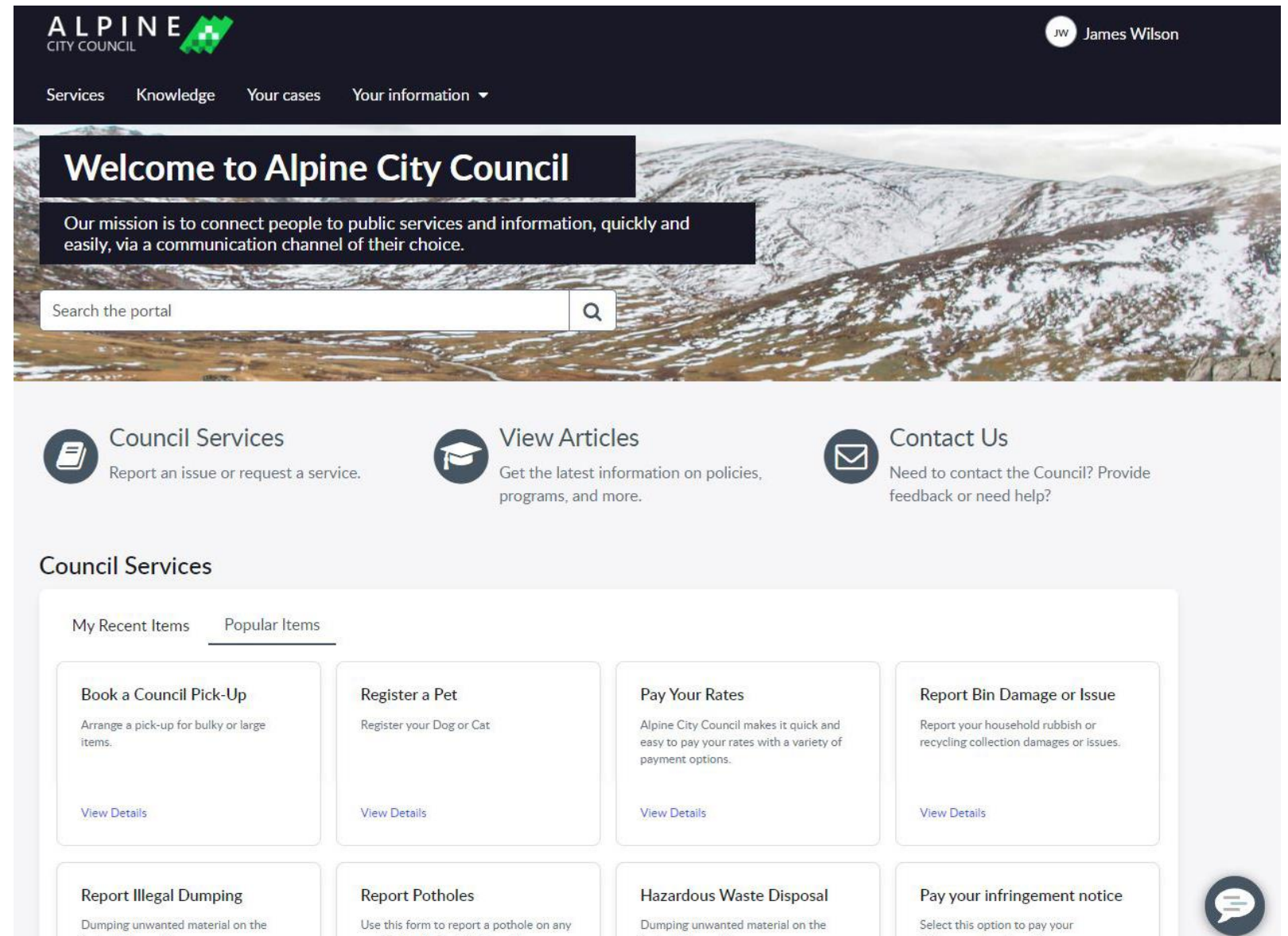
DXC Local Government eServices

Supporting faster issue resolution and delivering a better customer experience for ratepayers.

DXC Local Government eServices is a secure, digital platform that will simplify, modernise and accelerate the delivery of services by councils and local government organisations with great digital workflows, making it effortless for rate payers and customers to request services and report issues.

It leverages the secure Public Sector Digital Services (PSDS) application of the ServiceNow platform to automate and speed up case resolutions and provides best-practice digital workflows that are tailored specifically to local government organisations and councils.

Built on the cloud-native ServiceNow Platform, the DXC Local Government eServices is a pre-configured, out-of-the-box offering delivered by DXC Technology. The unified data model and packaged, low-code workflows reduce implementation costs and avoids expensive bespoke development. It can be up and running within weeks and is easy to use and to train employees. The agent experience is configured for local government employees, boosting workforce productivity, supporting faster issue resolution and delivering a better customer experience for ratepayers.

Above: An intuitive, local government service portal making it easy to find the right information and services

Addressing the 5 key pain points of local government

Ratepayers - key pain points when interacting with their local government organisations

1. Lack of self-service function for simple requests
2. Time consuming and manual, paper-based processes
3. Inability to contact using SMS and/or direct email
4. Long resolution time for customer requests
5. Lack of visibility/notification of customer enquiry process

Local government organisations - key pain points to improve workflow and customer experience

1. Security and vulnerability concerns
2. Time to value and return on investment for IT implementations
3. Reporting – lack of dashboard reports and oversight into open requests
4. High and ongoing cost concerns for smaller organisations / councils
5. Quality and timeliness of ratepayer / customer experience

"Delivering a better experience for ratepayers and for local government employees."

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How DXC Local Government eServices delivers

1. Drive operational efficiencies and improve customer satisfaction

For local government organisations, their biggest pain point is the delivery of a customer-centric digital experience that efficiently processes customer requests. Feedback from rate payers stresses the need for simple, transparent processes and shorter resolution times for processing their inquiries, requests, and registrations. They also expect to interact using their own choice of digital channels such as chatbots, SMS and email.

DXC Local Government eServices is an intuitive government service portal for the resolution of inquiries, requests, and registrations that will deliver intelligent digital workflows.

- Simplifies access to the right information and services for customers
- Delivers self-service functionality with Virtual Agent Chat
- Minimises error prone manual process and can eliminate paper-based workflows
- Enables the tracking of service status with transaction logs and notifications for every stage of the inquiry/service being requested
- Drives transactional transparency with case logs and notifications
- Reduces time to resolution through smarter workflows.
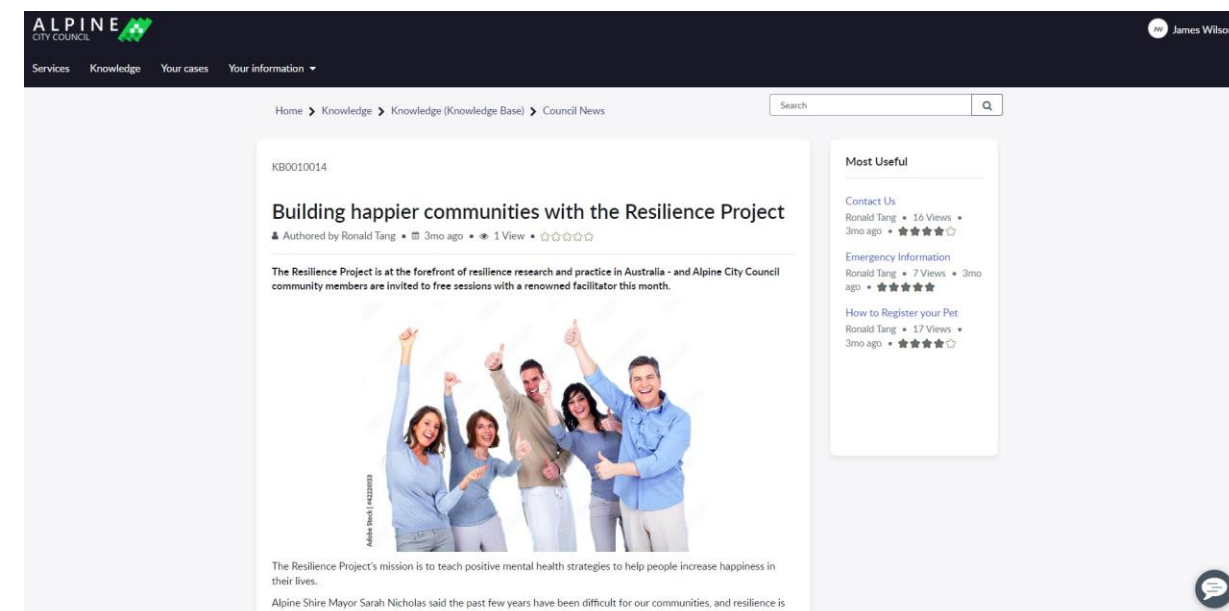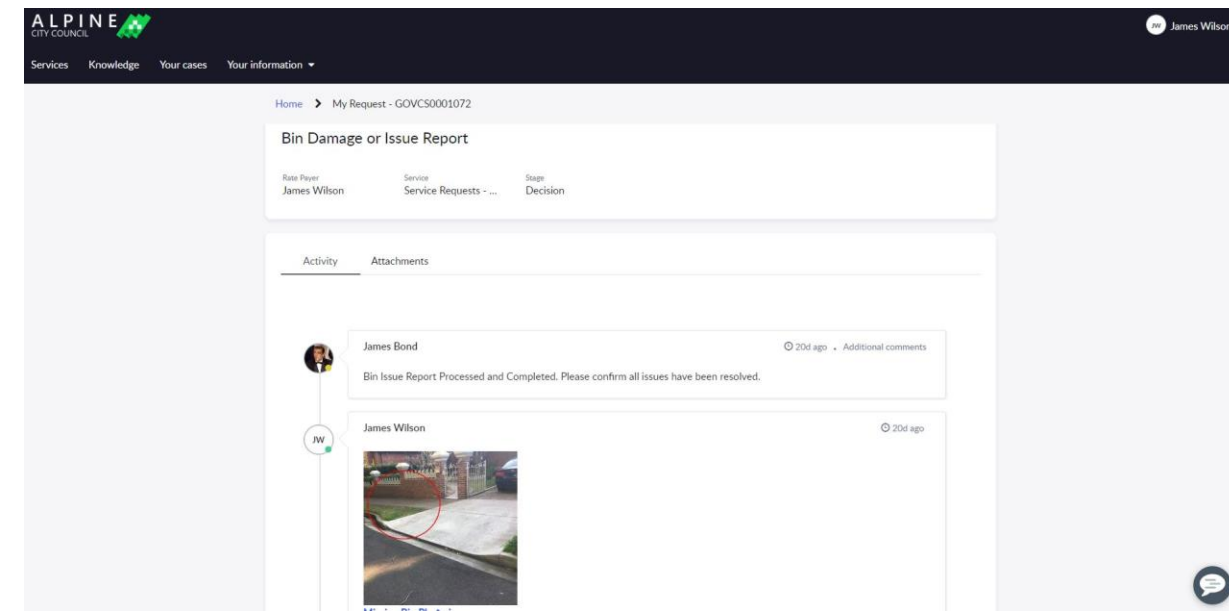
Above: Intuitive, easy to use customer portal, surveys and self-service features.

2. Improve the digital experience for internal and external customers

Return on investment is of critical concern for all local government projects. For IT projects, there are often concerns around the impact of system downtime during upgrades, increased project load on employees, and the requirement to demonstrate measurable process improvements.

DXC Local Government eServices boosts workforce agility as it equips employees with a configurable workspace and experience that is tailored with intelligent workflows, case routing, rulesets and structures work to resolve cases faster. Reporting is also facilitated using native analytics, dashboards and KPIs.

- Delivers operational efficiencies and cost reduction due to improved self-service functionality and assisted self-service, powered by AI

- Increased availability with 24/7/365 access to lodge and track ratepayer requests

- Reduces time to fulfillment of services, ensuring a better customer experience, resulting in improved CSAT scores

- Automates workflows for ratepayer services fulfillment with Case Management

- Ensures up to date information is available to ratepayers with Knowledge Management

- Provides managers with deep insight into service delivery via native analytics, business dashboards, surveys and KPI reporting

- Single view for customer – track cases / incidents and resolutions.
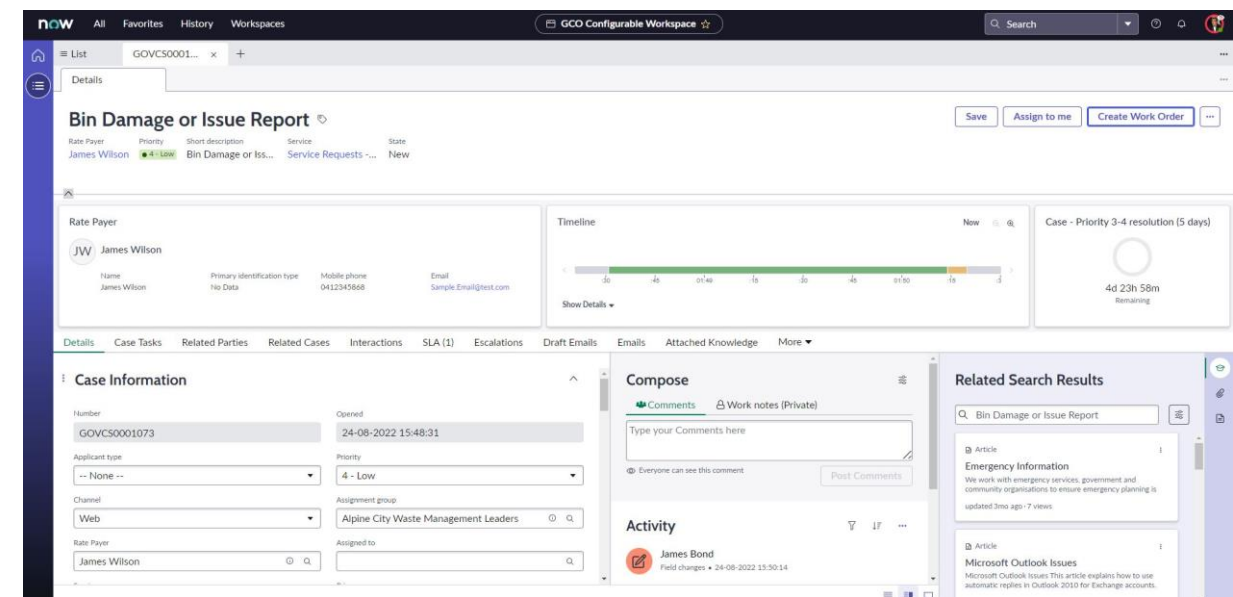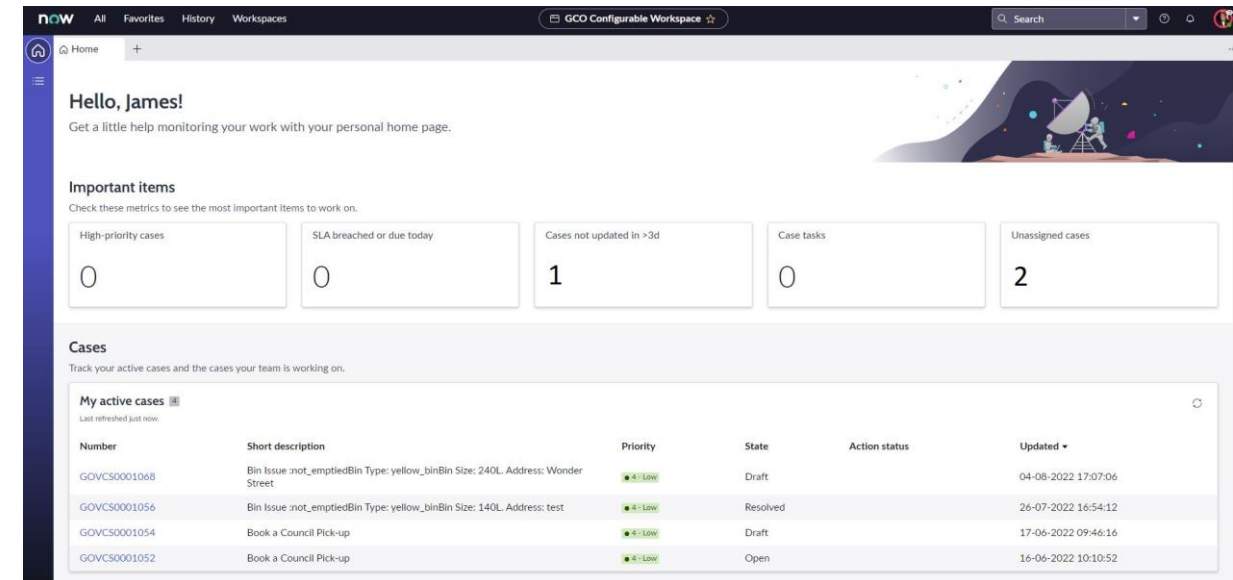
Above: Best-practice, modern agent experience for agents with a configurable workspace and tailored workflows.

3. Smart implementation and affordable on-going solution

Many local government organisations have been hindered from upgrading their digital workflows and customer portals due to the high costs associated with IT system replacement, end user training and the impact on customer experience.

DXC Local Government eServices is designed specifically to support public services for local government organisations and councils, with a low-cost pricing model to ensure affordability and rapid time to value.

- Low, ongoing costs without need for capital investment due to the SaaS, cloud-based model
- Reduces future upgrade costs and it is cloud-based so always on the latest version
- Preconfigured solution can be up and running within 3 weeks
- Low risk with opportunity to 'trial' for six months
- Easy to use and easy to train end users
- Addresses security and vulnerability concerns as PSDS has a high security rating.
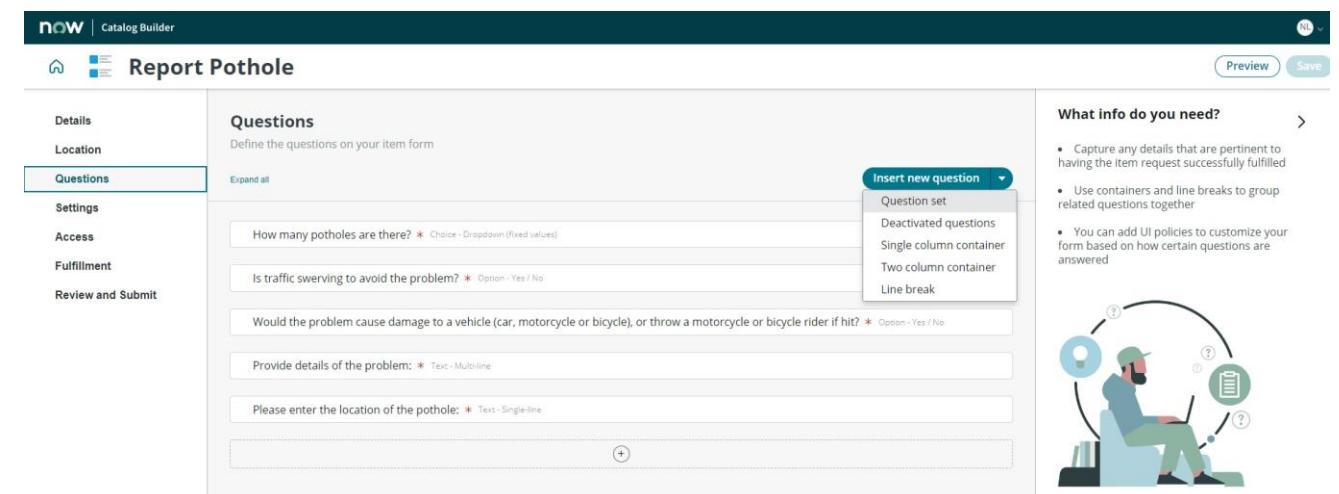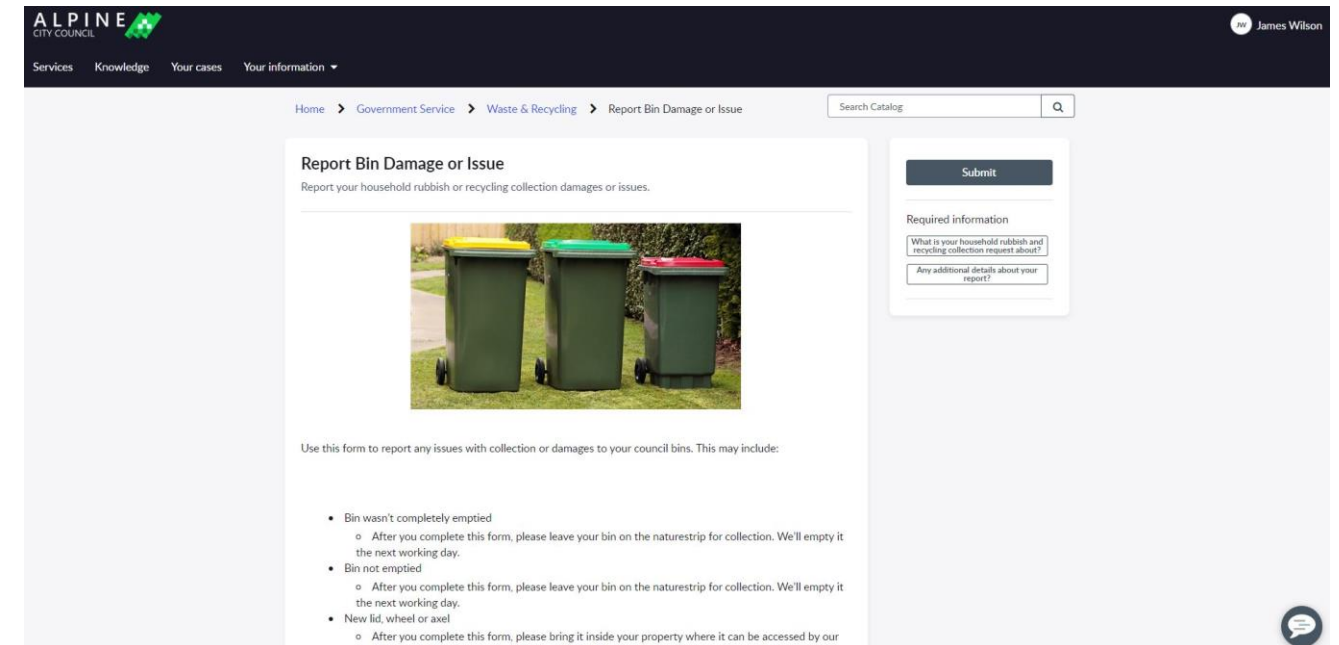
Above: Create, publish, and build your knowledge base

A compelling reason for action

DXC Local Government eServices can be up and running in your agency in under a month.

Using ServiceNow's best-practice enterprise data and workflow model, and by leveraging the <u>Public Sector Digital Services</u> (PSDS) application our preconfigured DXC Local Government eServices enhances local government case resolution by integrating a modern agent experience, intelligent workflow checkpoints and robust management reporting.

It's simple for ratepayers to make inquiries, submit requests, and registrations from any device using their choice of digital channels such as chatbots, SMS and email with trackable actions across the workflow process.

DXC is one of only six ServiceNow Global Elite Partners worldwide. We focus on delivering the right customer outcome, driven by past and future successes, to achieve the most value from your ServiceNow investment. The <u>2022 Everest Group PEAK Matrix Assessment</u> placed DXC as a leader for ServiceNow Services.

DXC and ServiceNow are committed to investing in co-innovation, giving customers the fastest path to digitally transforming and automating their IT estate, migrating our customers off their legacy platforms and onto modern solutions like DXC Local Government eServices.

Contact <u>DXC Practice for ServiceNow</u> to find out how your local government organisation can be implemented within three weeks* – it's time to get started.

*Standard implementation time and is dependent on individual council / local government requirements

Key Solution Benefits

- Accelerates the journey to digital service delivery
- Improves the user experience for local government employees and ratepayers
- Simplifies and streamlines inquiries, requests, registrations and licensing
- Can be easily integrated with existing systems
- Reduces the timeframe and risk required to replace existing legacy systems
- Agile and flexible platform
- Lower Total Cost of Ownership than legacy systems
- Predictable pricing options to allow you to replace CAPEX with OPEX.

About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services to drive new levels of performance, competitiveness, and customer experience across their IT estates. Learn more about how we deliver excellence for our customers and colleagues at DXC.com.

For more information on our ServiceNow practice in Australia and New Zealand, please visit our website

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