

Citizen Services for Local Councils

Transform Your Citizen Experience with Xurrent's Service Management Platform



Speedy & efficient service delivery



High value for citizen's money



Reporting and audit trails



Low cost of ownership

Improve your service delivery with automated workflows in Xurrent

Ensure your citizens get the service they deserve with a flexible service management platform featuring an easy-to-use self-service portal with automated workflows and improved response times.

Proper service management is becoming more and more important as councils deliver more and more services that require rather complex workflows. Some councils have over 1,000 frontline services, to deal with essential matters like social services, children, leisure, museums, and parks, that need special care and attention. Xurrent can help councils **provide better value to the citizens by optimizing service quality and cutting service costs.**

Deliver value to citizens with one user-friendly service platform

Councils have many front-line services and each service has a process that sits behind it; they all require a workflow. When different departments have disparate software applications, there is often a problem with interoperability. As workflows are becoming more complex, councils are having to join the dots manually. With the Xurrent service management platform, this can be a thing of the past. Xurrent is designed to **eliminate complexity and enable productivity.**

Empower your citizens

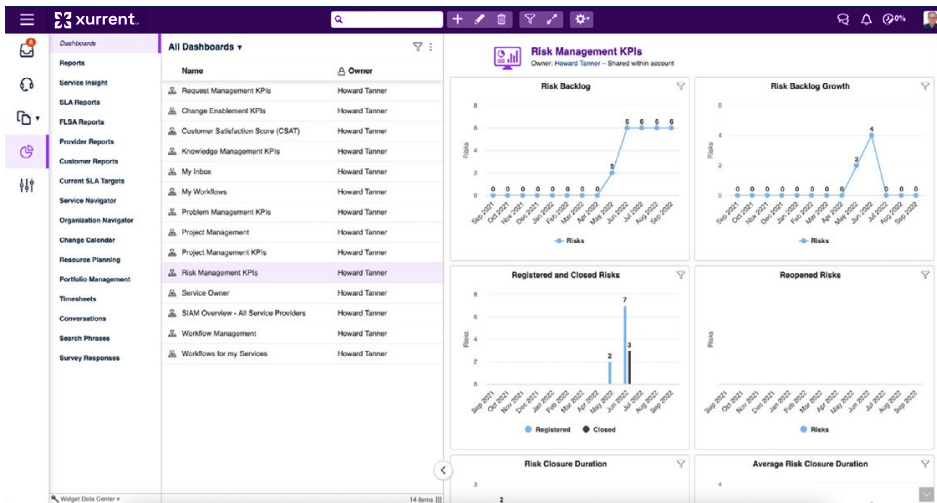
Citizens feel in control as they can submit and track service requests and interact with the council from behind their computers but also directly from their mobile devices. They don't have the hassle of having to work out what department they need for their service request; the Xurrent platform will automatically do this for them.

Work more efficiently and make the best use of your resource

Improve efficiency through automated workflows and get more done with less room for error. Xurrent can help local councils make the best use of their resources. With the Xurrent platform in place, councils can efficiently automate and **streamline service workflows securely across multiple departments, other councils, schools, and external suppliers** resulting in a true service delivery transformation, making it possible to do more with less and ultimately improve the citizen experience. Let automated workflows do some of the work for you so that your employees can focus on the things that really matter to your citizens.

Exceptional transparency, insight and reporting

The transparent Xurrent solution with useful insights, data, and realtime reporting, makes it **easy to track and analyze the**



This is an example of a standard Xurrent Risk Management dashboard. Organizations can customize the information and style as well as add their own dashboards.



Quickly adapt to your citizens' needs

In a changing community, service requirements regularly change. With Xurrent, councils can quickly adapt to citizens' needs by leveraging a dynamic platform and service catalog and implementing new services as and when citizens require them.

services delivered and adapt where necessary. You can report on incoming requests, response times, and more, to improve resource allocation, planning, and citizen satisfaction.

The **audit capability** is a great help, especially for regulatory services. This way, you know that the steps have actually happened because it is all automated. The audit trail makes it easy to track back if there is a case review.

Make informed decisions about the services you provide

Data analytics will help to determine which services perform and which services don't. What does the community really want and need? Xurrent provides you with the information you need to show why you have decided to push back or support different communities.

Only when you can see what work is being delivered and what requests are coming in, you can make informed decisions about the services you are offering. Sometimes you may find you are overproviding in one area and under-providing in another.

Benefit from flexible licensing and easy implementation

Xurrent is built to be **flexible and cost-effective**. You only pay for what you use, when you need to use it. And when these needs change, you can adapt at the speed of demand.

Xurrent customers only pay for active system users and not for service consumers, and the fact that you can quickly add or remove users from month to month enables **agile service management**. In addition, all Xurrent customers also benefit from weekly new product features and enhancements at no extra cost.

This means that even small departments and service domains can benefit from the great functionality of a high-quality platform without having enormous costs.

Xurrent is ready-to-use and fast and easy to implement. Once you have implemented Xurrent, all the functionality you need is there. You just use what you need, the solution can grow with you without the need for expensive extra modules.

Councils will benefit from a high maturity cloud solution that requires low effort. Xurrent's architecture makes it much easier to administer than other service management solutions, even in the case of a complex structure of departments and services, and councils don't need to hire consultants for every change they make. **All of this results in low cost of ownership and better value for the citizens.**

Putting Citizens and Services first with Xurrent

A One crucial service handled efficiently with Xurrent

Some councils start using Xurrent as a specific application for a specific service: in the case of this example, **driver vetting** for drivers who take children with special educational needs to school.

A key service like driver vetting comes with lots of tasks that can be arduous and difficult to manage. The process includes many different steps including a DBS check and special courses to make sure the driver can look after the children. And there is volume involved as there are many drivers who need to be vetted. It is absolutely crucial that the process goes well as it is about safeguarding our children and adhering to regulatory requirements. **The automation of this workflow will really help and leave less room for error.**

The council in this example also looked at other solutions, but they were all very complicated and needed more than 6 months to build. With Xurrent the process was **up and running in no time**. And it is good to know that with Xurrent it is **very easy to introduce more services at a later stage**.

B Working towards one Xurrent platform for all citizen services

This council opted for the Xurrent platform to run the organization more efficiently and create better value for the citizens. They are starting with the traditional IT services. The idea is that the other departments and services will follow soon.

Currently, the council has a lot of different silos with service management systems for different services and departments, like housing or adult social care. There is often not enough budget per department for a sophisticated system. Each department is looking at its own requirements whereas, in reality, they are all service management transactions.

That is why the council opted for a more **holistic approach to processes and workflows**, looking at things at a much broader level with **seamless cross-departmental and external collaboration**. The good thing with Xurrent is that while you can collaborate, you can also build a secure wall around sensitive areas like finance or legal, and work with trust permissions, always **handling citizen data with the utmost care**. Each department or service owner will still own its own service(s), they just happen to be all on the same system. There will be multiple domains each with its own services, and if you put them together on one platform, the **benefits of scale and interaction** are great. Xurrent's **service-centric solution** is perfect for this.




Xurrent Analyst & Industry Recognition



Customer Success Stories

The Province of Antwerp Switched to Xurrent to Increase Service Quality and Efficiency

IMPACT

-  Increased efficiency
-  Flawless implementation
-  Boost in user satisfaction



“ Switching our IT service management tool to Xurrent turned out to be a great decision. During the tender, our test panel was already very enthusiastic about Xurrent's innovative and user-friendly solution and now that we've been working with it for a year, I can say that all our expectations have been more than fulfilled.

We've seen a real boost in efficiency and user satisfaction. I would recommend Xurrent to anyone who's looking to improve service management quality and efficiency.”

*Karel Scheerlinck,
Team Leader IT Operations at Provincie Antwerpen*

The Province of East Flanders Chose Xurrent to Provide One Single Service Platform for All






“ We are impressed by the scalability of Xurrent; we are using the platform more and more throughout the organization resulting in true enterprise service management instead of just IT.

Everyone is amazed at how easy it is to join and use and the efficiency it brings.”

*Daphne Werrebrouck,
ITSM Project Manager at Provincie Oost-Vlaanderen*

IMPACT

-  99% user satisfaction
-  Increased efficiency
-  Full insight into services

Get started with Xurrent today.

[View our success stories ↗](#)

Xurrent is a service-oriented platform designed to be the ITSM solution for tomorrow. We replace incumbent service management systems with a new model, focused on a service-centric approach which we believe is better suited to drive the agility, connectivity, and visibility today's IT leaders need. Our multi-tenant, highly scalable, secure cloud platform raises productivity, empowers your teams, and transforms your business into an agile, service-driven enterprise.



xurrent.com