

THE CUSTOMER

Established in 2000, the Greater London Authority (GLA) is accountable to the public and multiple stakeholders. With clear communication to all Londoners as one of its main aims, the Authority commissioned a web-based, central correspondence management system to help process letters, emails and telephone calls efficiently and cost effectively. In response to the GLA's specifications, Pivotal Solutions delivered WriteON (a CorrMan implementation), a highly scalable and collaborative solution.

LONDON

THE REQUIREMENT

As well as having a statutory duty to be responsive to queries and requests for information to all Greater London taxpayers and interested parties, the GLA has set itself the goal of ensuring that it is accessible to all.

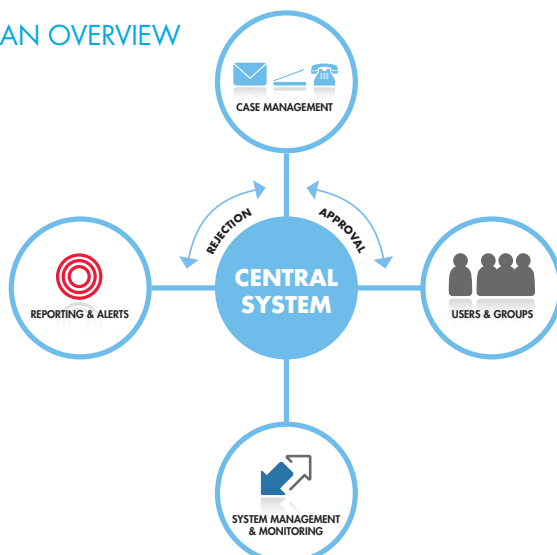
The Authority was therefore looking for a reliable, flexible and intuitive correspondence management system that would allow its personnel to process and respond effectively to enquiries and requests for information from the public – whether by email, letter or the telephone – in accordance with legal and GLA Corporate Service Standards. Monitoring and reporting mechanisms were required to summarise the performance of each Directorate across the whole Authority, to help maintain set response targets for all communications. The system also had to ensure that a clear audit trail could be followed, with accurate records and data stored for reporting purposes.

As well as being robust, the system had to facilitate communication between relevant departments, thus making the GLA more responsive to customer needs. It also had to be e-GIF compliant and comply with ISO 9126 quality standards, the Disability Discrimination Act (DDA), and the Data Protection Act, as well as GLA IT technical standards.

CHALLENGES

- Correspondence in different formats
- Multiple users/viewing
- Tracking of cases
- Ownership alerts
- Reporting
- Minimal training

AN OVERVIEW



"The system allows us to process and respond effectively to all enquiries and requests for information – whether by email letter or telephone." GLA

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CASE STUDY

THE SYSTEM

Pivotal Solutions worked closely with the GLA to produce an enterprise wide Web 2.0 solution that enables all departments and users to capture, organise, locate and share cases in a secure, integrated, and intuitive environment that complies with privacy, freedom of information and archival retention requirements.

The system has a completely browser-based interface, with all functions being accessible via a single point of access, thus reducing the need for complex and lengthy training. It is totally owned and managed by the users, and therefore requires little or no application support from central IT resources, thus lowering the total cost of ownership.

WriteON allows the GLA to manage incoming correspondence in all formats (scan/OCR, electronic and telephone), storing them in a central information repository. As well as cutting down on administrative tasks, this avoids unnecessary duplication of the same document by allowing users to view original documentation in standard PDF format.

The GLA has been able to reduce the time that is spent on locating and managing documents, whilst ensuring a consistent response within system defined deadlines. The system allows the collaboration of subject experts to define and hone a qualitative and complete response to all enquiries and ensures that GLA employees are able to concentrate on service delivery to the customer. Email alerts also speed up this process.

Through the efficient performance of WriteON, management and elected officials are kept up-to-date with the response status of campaigns and other critical issues, ensuring fast and cost-effective decision making.

SOLUTION

WriteON
(a CorrMan Implementation)

- Flexible
- Intuitive
- Transparent audit trail
- Email notification speeds response
- Facilitates end user reports
- Minimal training requirements

"Pivotal Solutions' system has helped to improve communication throughout the GLA, which allows us to provide a faster, more responsive delivery of services to our customers." **GLA**

LONDON

THE BENEFITS

- Enterprise wide, totally secure single solution integrated with existing infrastructure (LDAP, Microsoft Exchange, Business Objects, etc.)
- Minimal training requirements
- Immediate access to all forms of correspondence (paper, electronic, memo)
- Improved document and records management reduces administrative tasks
- Raw data is better structured to facilitate reporting
- Facilitates in-house and customer collaboration

CONTACT DETAILS

For further information call us on:

Tel **020 86607288**

Email
sales@pivotal-solutions.co.uk

www.pivotal-solutions.co.uk