MERTON COUNCIL

Making it easier to work with the Council

Customer Contact

Jim Marsh

Today

- Introduce myself
- Describe the Customer Contact Programme
- Ask for your involvement and support

Customer Contact Programme – what is it?

•re-design the existing Merton website to enable more on-line transactions;

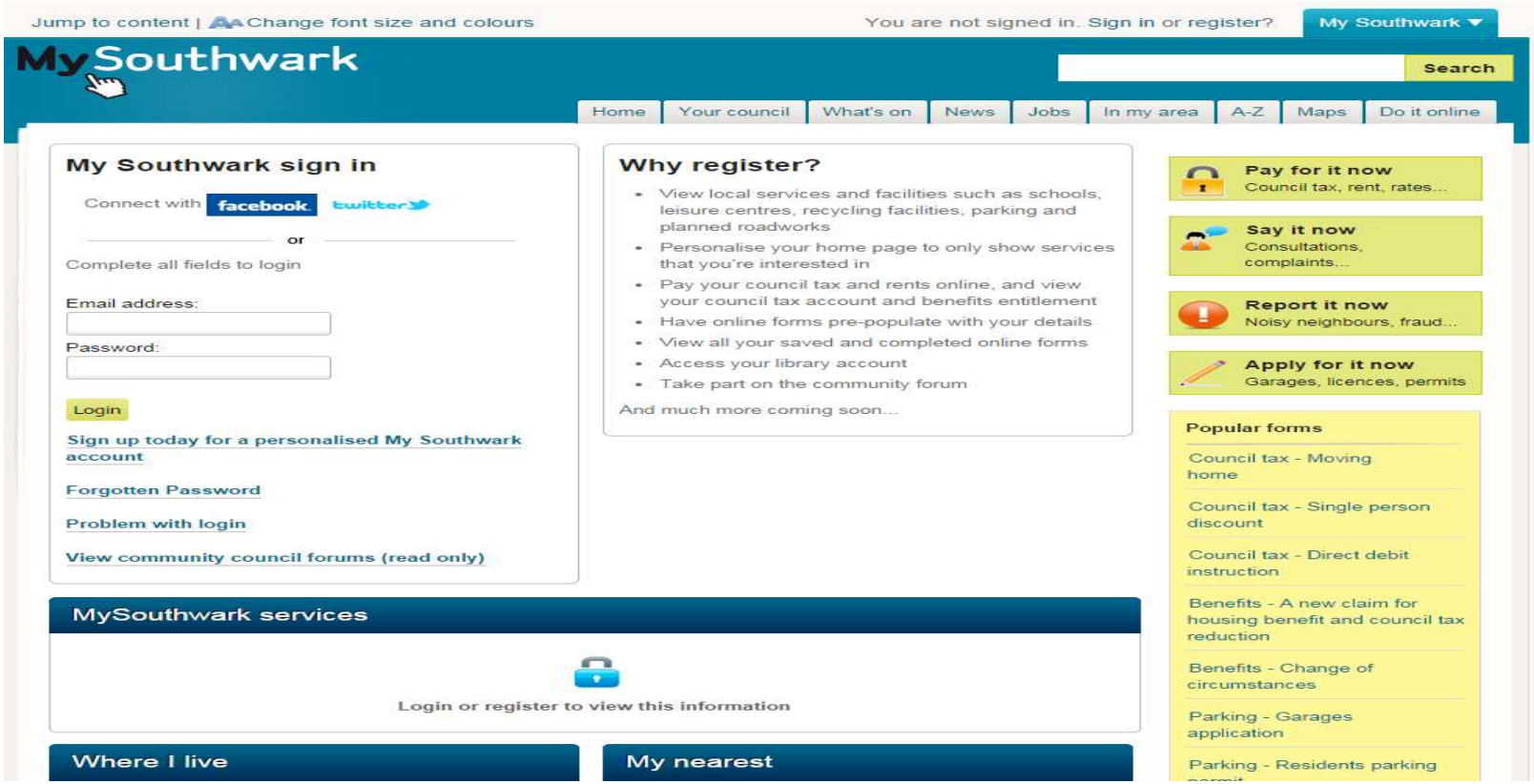
•develop and roll out a Customer Portal

•Introduce ‘Pathfinder’s – a prioritized list of high volume transaction-based processes (E&R)

•implement an Uptake Plan, re-designing internal processes to promote the Customer Portal, supported by internal and external communications

•Start from April 2015 to spring 2016

Customer Account



What is a Customer Portal/Account?

- A portal that consolidates a customer's transactions with the Council
- Transactions can be defined as requests for service, payment, searches
- Provides consolidated view with common design
- Easy to customise and with access to most/key public facing council services
- Removes barriers to use through easy navigation, auto-form filling, federated access, single sign on etc.

Current Position

- We have mix of all types of websites, Portals, hybrids, functionality providers, with different suppliers and technology, internally and externally hosted
- Meets needs of services areas but presents potentially confusing and cumbersome picture to users of on-line Council services
- Opportunity to rationalise on-line access to services and present a simpler way for residents to do business with the council

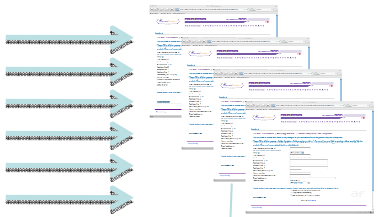
Why are we doing this?

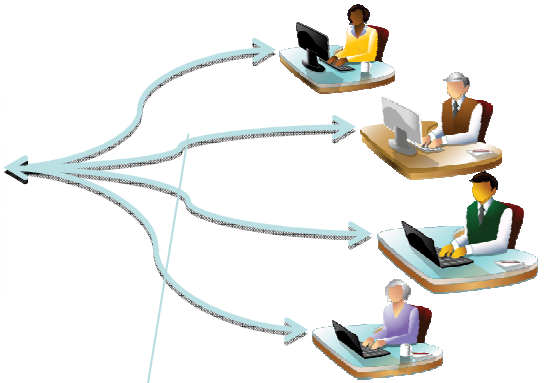
- People want to do more business on-line
- It will save money and allow the Council to spend its money on more important things
- It will make it easier to do business with the Council
- People will feel more in control and helps to manage the pressures of complex demands

Online Services

Phone

Walk-in





Interactive web forms available online

The forms are intelligent and linked to CRM

This checks the forms as they are completed and then pushes the data into CRM and creates workflows into the relevant back office systems

Where appropriate the system creates workflows within the back office systems and automates the start of processes that previously would have stared with an email, a piece of paper mail or a phone call

Being careful

- We need to support people who do not wish, or who cannot do more on-line business
- We are not stopping people phoning or meeting us
- We are providing Wi-Fi at council sites with staff to help you use the system
- We will make it easy to use (this is where you come in)

Your Help

- Help us choose the right design
- Help us use the right words
- Help us test what we have built
- Help us promote the new service
- Help us to support those who do not wish to use it
- Invite people to the development and testing groups

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Welcome to Merton Council
13 JAN 2015 : 16:45
SEARCH
MASTHEAD AD SPACE
DO IT ONLINE
Book it
FULL LIST OF SERVICES
A-B
C-D
E-F
G-H
I-J
K-L
M-N
O-P

merton
13 JAN 2015 : 16:45
Welcome to Merton Council
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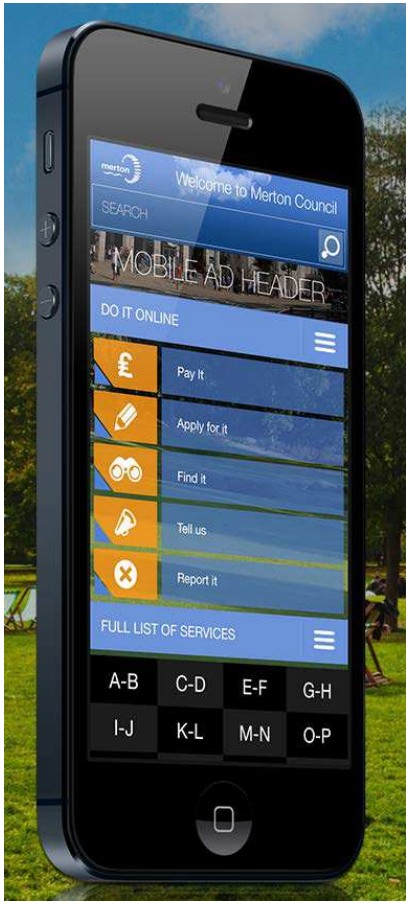
MASTHEAD AD SPACE
DO IT ONLINE
Book It
FULL LIST OF SERVICES
A
Abandoned Vehicles Report Form
Active Plus School Holiday Courses
Adult Social Care Workforce Training Form
Allotment Application Form
B
Births Book an Appointment to Register a Birth
Business Rates Balance Enquiry
C
Change of Address Council Tax
Change of Address for People on the Housing Waiting List
Compliments, Complaints and Comments
Council Tax
D
Deprivation of Liberties Safeguards
Direct Payment Monitoring Form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Find it
Tell us
Report it
FULL LIST OF SERVICES
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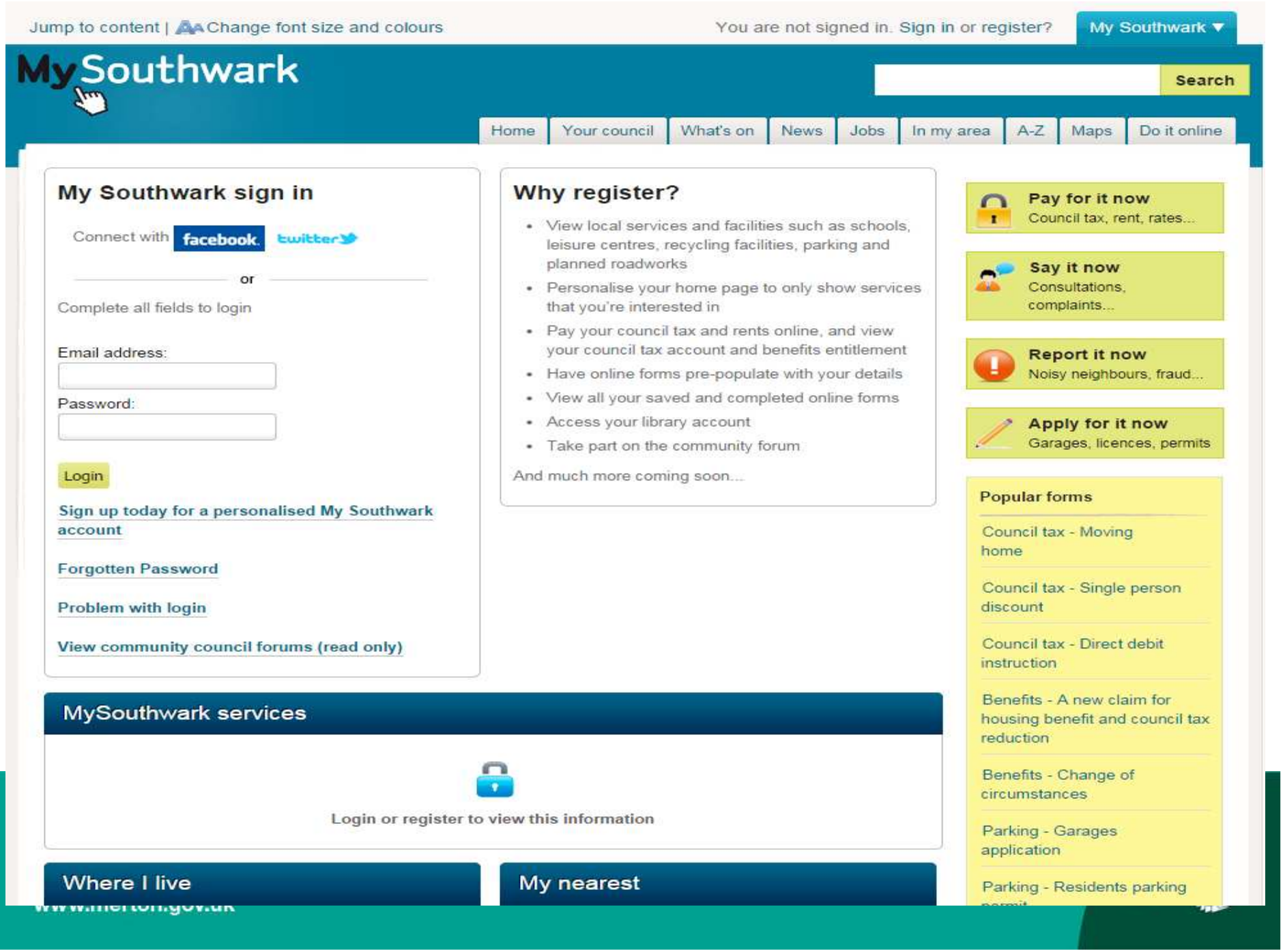
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Benefits - Change of circumstances
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Parking - Residents parking
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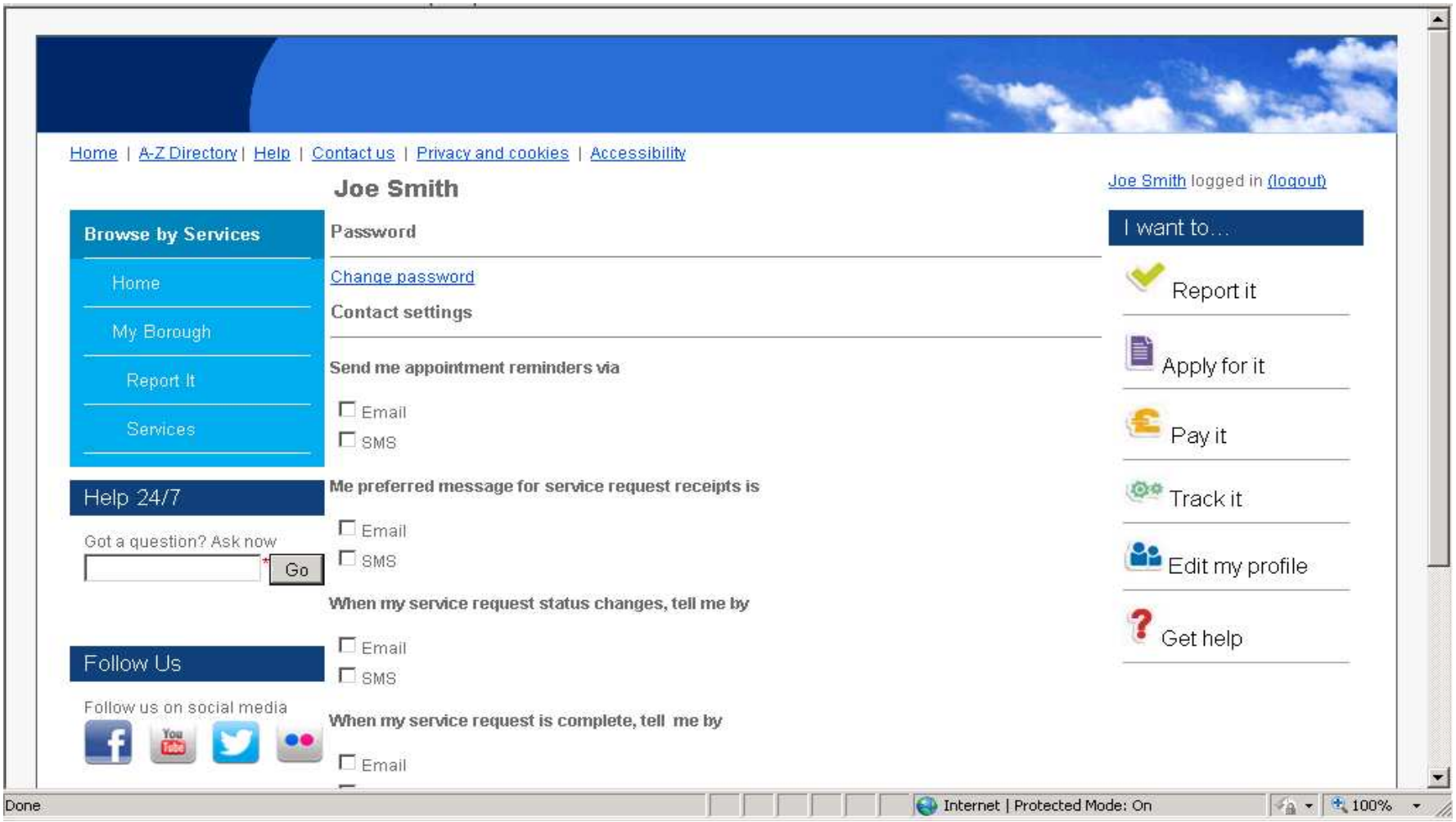
Where I live
My nearest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Wimbledon
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Home telephone
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Mobile telephone
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Merton Noise - Portal
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Questions

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