NETCALL

Introducing Low-code for Local Government

Build, update and share unlimited services with other councils.

Netcall's Create Low-code for Local Government provides all the components you need to build, deploy and improve business applications without coding, using its drag-and-drop interface.

You jumpstart your build activity as you update the templated applications. You're able to borrow or share unlimited services with other councils too.

Do more, faster

We know councils need to move ahead fast. Usually, that's only possible with a bigger pool of IT developers. Instead, our customers have successfully grown their digital departments by training line of business experts in Create Low-code. Their knowledge and supercharged skills mean team collaboration improves. They rapidly build digital applications and services, from simple to sophisticated, without any coding, in weeks.

It's a win for customers and agents. Activities are more efficient and both have a better experience. Management wins too with improved customer insight in real-time.

Watch our case study videos to see for yourself →

Break through those departmental silos

Many councils run the same services yet everyone needs to buy their own version of vendor software. Point solutions don't deliver 100% of your needs. In addition, improving work flows through integrations and APIs is difficult. That's where our Low-code differs.

Key benefits:

Agile delivery in weeks not months
Collaborative teams quickly deliver the essential service. Then you add functionality step-by-step.

Improved customer satisfaction
The processes match the customer journey. Send manual or auto update messages at any stage.

Boost digital up-take
Easy self-service applications nudge more people to go digital, saving team time and costs.

Real-time reporting
Track in-depth process activity stage by stage, across all services.

Escalate any SLA concerns
Tailor your SLAs and alert supervisors using escalating messages when SLAs are breeched.

Faster response times
Automate job allocation and update remote workers. Everyone is in the loop, automatically.

Continuous improvement
Easily and securely respond to updates and improvement needs, at no additional cost.

Key features:

Predesigned agent screens
The user interface makes it easy for agents to switch between tasks.

Single view customer record
Agents see and add notes to a single record, which improves outcomes, productivity and customer satisfaction.

Self-service user accounts
Residents and businesses can create accounts.

80% capability for 80% of use cases
Download our prebuilt apps and modules and quickly add, amend and improve as you need.

Self-service pages in GDS design
The theming styles make for a seamless fit with your website.

Free to use AppShare
Download the apps and plugs-ins you need from the resource library.

Jumpstart your activity with our Citizen Hub Framework

Our specially designed Citizen Hub Framework supports you to rapidly transform citizen processes, with access to Prebuilt applications (Accelerators). They give you a head start as you quickly add, adapt and improve them with your council's specific features or functionality. It means you don't have to start from scratch – you'll have access to around 80% of standard process functionality.

1: CH Central

Administration and case type hub. Additionally, it:

- Controls the main user interfaces for both internal employees and citizens
- Holds your main data types of Person, Organisation and Property
- Is styled with GDS theming for seamless fit with your website
- Integrates with our Liberty Converse and Connect solutions for easy omnichannel query view and handling. This means alerts, updates and messages as well as voice handling is available across all processes
- Links to one or more CH Hosts.

2: CH Host

Connects Central and Modules. It is designed to 'plug-in' the Module case types that you build or download from the AppShare. The Host manages all configuration needed for any case type. Additionally, it:

- Easily raises cases against the specific customer using access to the main data types through remote links
- Brings all case information together in to a single object which it shares with CH Central
- Processes and progress cases including all outbound communication and reporting
- Enables you to group case types on specific Hosts for improved design practice or council requirements.

3: CH Modules

Series of case type accelerators. These were developed to deliver around 80% of the services needed in that specific case type. They:

- Include popular needs such as Missed Bins and Bulky Waste collection and less common requests such as Birth Certificate copies
- Are developed to drop into a CH Host to be used within the CH framework.

Accelerate your change

We call our prebuilt applications Accelerators, because they will accelerate your build speed and help you achieve what you are looking to do, fast. Create a digital revolution.

Take a shortcut

Love what you've done and need it for another service? No worries, our module functionality means you can copy all or part of your creation to build your next one too! Duplicate your work, not your workload – create in half the time!

Borrow and share

The AppShare is just that, a place to share. In the spirit of the digital declaration and open standards, Low-code for Local Government invites everyone to share.

As customers, councils create new apps which they are welcome to upload and share. After an in-house quality review, they are free for any member to download. Collaborative working and open standards at their best!
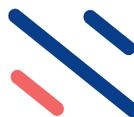
Find out more about the Community and Appshare here:

community.netcall.com/appshare

Take a deeper dive

Contact us today for a demo visit
www.netcall.com/demo

Or call us on 033 0333 6100 and say "Transforming Engagement"

It's the way Low-code was designed to be – rapid and flexible, with you in control. You tailor every app and achieve a 100% fit-for-purpose delivery.

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