

# COVID-19 low-code apps for Public sector

Your organisation can **immediately benefit** from sharing COVID-19 low-code accelerators, even if you don't have Liberty Create low-code

We pay tribute to the tireless efforts of our Local Government low-code community. Responding rapidly, they've developed applications to support their communities and staff through the COVID-19 event. We are a sharing community, and so we're making it fast, easy and low-cost for any Council who needs these emergency apps, to get them.

## From spreadsheets to digital

This COVID-19 package is especially designed to help non Netcall low-code users. You can benefit from the shared expertise of peers and jumpstart your COVID-19 response.

## The package includes

- ✓ Download and use of the COVID-19 application sub-set by your organisation
- ✓ The environment and apps will be set-up by our Solutions Architects for your teams. No initial build experience is needed
- ✓ Free e-learning is available online at any time. This will enable your digital teams to grow their skills to make changes or even create their own apps
- ✓ Your team will be assigned a mentor, so they are not going it alone

## The package costs

- There is a single set-up fee for our Professional Services Team that includes initial integrations
- A monthly platform rental based on council size and number of transactions
- Download of COVID-19 apps is included, there are no extra costs for their use or the use of other community assets

## COVID-19 apps

These apps are immediately available for you to use. They will run standalone within a new Liberty Create environment, just for you. They easily integrate with your back-end solutions using APIs supported by REST or SOAP.

- **COVID-19 Business Grants app** designed by Croydon Council to manage business applications and payments. Our Professional Services Team has removed any Croydon specific requirements, so it's ready for you to download and tailor to your needs
- **COVID-19 Volunteer Co-ordination app** designed by Adur and Worthing Councils to connect volunteers with those who need help. Our Professional Services Team has removed any A&W specific requirements, so it's ready for you to download and tailor to your needs
- **COVID-19 Workforce Monitoring** allows you to monitor who's working and who's unwell across a geography. Staff log in and update their status, and in real-time you see reports and locality heat maps of those not working. You're able to make fact-based operational decisions to support work needs
- **COVID-19 Emergency Alerts** this well-tested in-house accelerator provides mass communication to your employees and offers a crisis response capability

## We need your ideas

Our teams are working to support our customers. If you have a need, please tell us. We'll engage the Community or build it with you. As new COVID-19 accelerators are completed, they will also be available for free download from the AppShare.

## Please note

This emergency package does not include the Citizen Hub Framework or its modules. Use of the Citizen Hub Framework and its modules requires full licensing and specific training.



Do more.  
Faster.



# Key features and benefits

## Key benefits

### Agile delivery in days

Using the apps created by others, our teams will set you up to quickly deliver the essential service. Possibly consider rephrasing to 'You can then add functionality step-by-step, as you wish'.

### Improved customer satisfaction

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

### Boost digital up-take

At a time of crisis, you want it to be fast and easy to self-serve. Open the opportunity for 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 breached.

### 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

### Self-service pages in GDS design

The theming styles make for a seamless fit with your website.

### Working applications for you to improve

Download these COVID-19 prebuilt apps and quickly add, amend and improve as you need.

### Inhouse quality review

You'll notice that the COVID-19 apps built by Councils go through in-house quality review. They are then free for any member to download. This is collaborative working and open standards at their best! If you have an app to share just let us know.

### Free to use AppShare

There is a whole resource library of apps, widgets and plug ins to make your life easier and deployment faster. Our Forum members are on hand to help with any questions.

### Easily transition to full platform use

When this is all over, you may feel that you'd like to expand your use of low-code. We'll make it easy and seamless. You won't lose anything you've created.

## Take a deeper dive

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.

Find out more about the Community and AppShare here: [community.netcall.com/appshare](https://community.netcall.com/appshare)

### Talk to us.

Contact us today for a demo visit  
[netcall.com](https://netcall.com)

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

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