NETCALL

Water LaunchPad

Apps to help water companies improve the experience they deliver for customers and developers

The water market is changing. There's never been a greater focus on innovation and delivering the best experience for customers and developers. Ofwat's customer measure of experience (C-MeX) and recently introduced developer services measure of experience (D-MeX) are designed to promote the delivery of greater levels of service. Water LaunchPad is a set of apps designed to help organisations quickly innovate and improve experiences for customers and developers.

Improve processes directly impacting C-MeX & D-MeX

Often, it's the gaps between existing processes that cause a disconnect between wanting to deliver great customer experience and actually being able to. Water LaunchPad includes apps designed to knit these processes together. It's designed to get you started with a set of tools that can deliver immediate value to the business and provide a platform for future development where processes can be digitised and improved for staff, customers and developers.

Apps may be shared with industry peers and, because every water company runs their processes in a slightly different way, they can be customised to meet 100% of your needs.

It goes without saying that C-MeX and D-MeX will have implications for your organisation. The ability to meet performance commitments will have a direct impact on financial incentives available from the regulator. Water LaunchPad helps to reduce the cost of service whilst delivering the best customer experience possible.

Water LaunchPad apps

These starter apps provide a range of tools built on the Liberty Create low-code platform, designed to equip your business to deliver a great CX. They include:

- **Water Supply Application** – an app to help developers apply for water supplies and for water companies (suppliers) to process those requests. It streamlines submission of a large application, which would traditionally be a long and complex affair, ensuring that it's clear and straightforward for developers to complete. The app provides a self-service portal for developers to see the status of their application, saving follow-up phone calls and delivering a far better experience

- **Remote Inspection** – brings together everything you need to minimise or eliminate site visits to inspect equipment. From scheduling, diagnostics (including using video for inspections), through to parts and fix information. The app lets you maximise the productivity of your field-based teams and slash the cost of site visits.

- **Customer surveys** – Gives you the tools to run your own surveys so that you can measure customer satisfaction levels and make your own adjustments based on the information provided.

In addition to these applications, Water LaunchPad also includes training on the Create platform and mentoring to help your team to maximise the potential of these apps for the business.

Immediate value from a range of useful apps

Water LaunchPad also adds a range of useful utilities that can offer immediate value. These include:

- **Video Calling** – connect to staff or customers through video chat to diagnose or resolve issues quickly and safely

- **Emergency Alerts** – push out alerts via text messages, emails and other channels to some or all of your staff in the event of an emergency

- **Pre-Supply Questionnaire** – easily request and collate the information needed to ensure supply applications have all the information necessary to be successful

- **Visit Booking** – schedule and book visits for staff and perform remote visits where possible

- **Who's On?** – understand which of your staff is available for work and who may be unavailable through sickness or holiday

Water LaunchPad is an extensible platform designed for you to build out to meet current and future requirements. Apps can be built by your own business people working alongside IT or by a range of partners ready to help improve customer experience for your business.

Integrate with your existing systems

Water LaunchPad includes an integration adapter that connects to, and takes advantage of, your existing systems to benefit from the technology investments that you've already made.

Built on Liberty Create

Water LaunchPad is built with Liberty Create, Netcall's powerful low-code application development platform that's designed for both business users and developers, allowing them to collaborate to build better customer experiences.

Create is a complete toolkit that covers the entire app lifecycle:

- ✔ Design the process
- ✔ Create the app
- ✔ Roll it out
- ✔ Link to your other systems
- ✔ Test it out
- ✔ Sign it off and deploy it
- ✔ Track performance

Part of the Liberty Platform

Create works alongside Liberty Converse, our complete contact centre, and Liberty Connect, our omnichannel messaging solution. Together they deliver class-leading CX for water suppliers as well as a wide range of other industries, including financial services, utilities, healthcare and local government.

Talk to us.

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

Or call us on 0330 333 6100 and say "Water LaunchPad"

NETCALL