Achiever Software

Case Study

Surrey County Council

Since the 1990's Surrey County Council has sought to gain efficiencies and look at ways of managing the challenges of its 260-plus applications. More recently, with SAP as the core business application, Surrey County Council began to look for ways of centralising a large number of functions.

These functions included procurement, business intelligence, recruitment, employee services, payroll, data management and training administration.

With each area having its own individual objectives, reporting mechanisms and business processes, Surrey began the challenge of consolidating these areas in a common business unit, which would be known as the Shared Service Centre.

SURREY COUNTY COUNCIL

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Key Requirements

The creation of the Shared Service Centre as a completely new department required the development of new working practices and business processes.

Surrey's high commitment to customer care required that the chosen solution would ensure that all enquiries were handled in a structured manner by all departments and third party partners within agreed Service Level Agreements(SLA's).

As part of the newly devised working practices, second line teams would review any escalated issues and respond directly to the customer.

Whilst the first line team captured standard information, each specialist area had its own particular requirements and so specific screens would need to be configured, to allow efficient data capture and to uphold the distinct requirements and processes of each department.

Why Achiever

Surrey County Council initially considered extending the existing SAP system by adding on the CRM module. However, with Surrey's complex requirements this option was quickly eliminated.

It was decided that the SAP system was not flexible enough to meet Surrey's needs within the required budget and timescales. Surrey County Council next issued a tender for an integrated call-logging and telephony solution.

Screen popping would be used to identify callers and present staff with caller details as soon as a call was put through. Call handling time would be greatly improved and reports would be available on every call from the time it was received, through to when it was closed. Screen popping would be used to identify callers and present staff with caller details as soon as a call was put through. Call handling time would be greatly improved and reports would be available on every call from the time it was received, through to when it was closed.

An intuitive system would allow users to focus on call closure, ease data capture and promote internal working practices supporting the Council's commitment to providing excellent service to its customers.

Surrey required a solution with the depth of flexibility to enhance its processes over time, and a supplier that would contribute to developing Surrey's processesthrough its experience of large mission-critical applications.

Achiever was chosen as it was able to meet Surrey County Council's requirements within budget and provide Surrey with the security in knowing that the product would meet the evolving needs of the Shared Service Centre as its requirements evolved.

"Achiever SSC enables us to develop a clear business strategy focused on continuous improvement and based on accurate, real time information. It has allowed us to standardise process, streamline operations and reduce duplication ultimately delivering ever improving customer service."

Sergio Sgambellone,
Service & Relationship & Performance Group Manager

The Solution

Monitoring and Promoting Excellence in Service

Surrey's Achiever implementation included the set up of complex service level agreements with automated notifications and escalations, and reminders being generated for priority items. It was felt that by creating a more proactive system to prompt users to action that this would drive through performance in line with the Service Level Agreements offered by the Shared Service Centre.

Security and Protection of Information

With a large number of users accessing the centralised system, Surrey was reassured by Achiever's flexible filtering and data security. This controlled the availability of sensitive information to unauthorised users ensuring users only had access to information of relevance to their department and role.

Integrated processes

With a Uniphi Telephony system supplied by Aspect Communications, and the Council's existing Lotus Notes email system, Achiever offered integration with both solutions, to give users a seamless process to follow whilst maximising the functionality provided by the three different systems.
This streamlined approach has proven to be representative of the Council's efficient and professional approach to customers.

In addition, regular automated feeds of information from the Council's SAP application minimises data duplication and the errors associated with this.

The Implementation Process

With a strong project team made up of representatives from both Achiever and Surrey County Council, the tight deadlines set by the Council were met. With the initial rollout focused on the first line team, Achiever went on to develop the solution for the second line teams, using a phased approach to gain user buy-in.

Benefits

Benchmarks already measured by Surrey's Shared Service Centre include:

- 60 % enquiries resolved by first line team on same day
- 16 % enquiries resolved by second line teams on same day making the total of same day fix 76%
- Average monthly ratio of unresolved enquiries vs total 4%
- Remaining 20% of enquiries have an average resolution time of 2.5 days
- Achieved consistent satisfaction rates of over 75%

Reporting and Analytics

Having a system that supports Surrey's departmental processes allows the Council to measure quality standards and control processes such as internal cross-charging between departments.

With automated data capture and mandatory fields, Surrey's users can easily provide the information required to generate high quality reports.

With 48 distinct business services to manage, Surrey County Council required reporting to identify the calls made to each service. This was crucial in identifying internal training requirements and service improvements to resolve the causes of such issues, and the handling of related calls.

Summary

Surrey County Council now has a solution that meets the sophisticated and complex requirement of its Shared Service Centre. The Council is able to push information throughout the business and make sure it consistently has end-to-end visibility of an enquiry. The Council is able to report at all stages in the enquiry management process.

Surrey County Council's ground-breaking Shared Service Centre (SSC) has recently been voted the best new Shared Service Organisation in Europe - beating off competition from major private sector firms including electronics giant Philips and news agency Reuters.

"Surrey County Council and Achiever Software have worked very closely to develop a solution specifically designed for use in local government shared service centres."

About Achiever

Making systems meet the grade

Hundreds of businesses in the Public and Private sector use Achiever's Customer Information Management solution to manage their business. Users range from 15 for a pilot system to over 2000 plus for enterprise-wide solutions.

Designed with the customer to create a unique business solution Achiever is implemented using a proven methodology that has been developed using over 14-years industry experience where training, user-acceptance testing and user buy-in are integral to the success of the project.

Want to know more?

Contact us now to discuss your requirements in more detail.

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