

# Warwick District Council

## Integrated customer management processes



### Client

Warwick District Council

### Website

[www.warwickdc.gov.uk](http://www.warwickdc.gov.uk)

### Location

Warwickshire

### Industry

Public Sector

### Customer profile

Warwick district is located immediately south of the West Midlands. It is perceived as a desirable place to live, with excellent transport links, high prosperity and low levels of unemployment. The district has a population of some 126,000 people, with 85% of this number living in urban areas. The council currently employs approximately 600 employees, mostly based at the Riverside House headquarters.

### Solution and technology

SharePoint Portal Server 2003

BizTalk Server 2004

Meridio Records Management

Kofax Ascent Capture

Microsoft Content Management Server 2002

Microsoft .NET

The Oaks  
Westwood Way  
Coventry  
CV4 8JB  
+44 (0)24 7642 0100   
+44 (0)24 7642 0111   
[www.tesl.com](http://www.tesl.com)

*"The council's customer access strategy is currently supported by seven channels ranging from the telephone to SMS and Digital TV. Although originally asked to provide an EDRMS system, the Trinity workflow product has not only enabled us to deal with documents, but to receive and manage all citizen requests irrespective of channel."*

Ty Walter, Systems Development Manager, Warwick District Council

## Challenge

Warwick District Council (WDC) is deploying an electronic document and records management (EDRM) system, developed by Trinity, across the council. In parallel with the EDRM project, we have undertaken a series of work with WDC around its business processes. The project involved identifying and documenting best practice procedures within specific departments; this has enabled a smooth transition to the use of computerised workflow within the EDRM system.

In addition to its contact centre, WDC is implementing additional channels to extend the ways citizens can contact the council. The traditional channels of face-to-face, post and telephone are being supplemented with web forms, e-mail, SMS and digital TV.

## Solution

The council recognised a need for integration between its contact channels and Meridio database, to not only provide a seamless contact service to its citizens, but to also take advantage of the workflow and document management capabilities of the EDRM solution.

The resulting solution means that when a request enters WDC, the system automatically allocates it to the member of staff. The item is displayed in a SharePoint in-tray, whilst the automated workflow is started. At all stages of the process, citizens can be informed of the progress of their request via email, or the channel they initially selected to contact WDC. Once the request is complete, the information is stored within the central EDRM Meridio database.

## Benefits

WDC's customer service centre is a great example of its commitment to modernising its service and IT accessibility.

The council is seeing the following benefits:

- Clear task assignment and transparent workflow procedures
- Central repository for all requests and information coming into the council
- Automated procedure assignment and progressing
- Response to queries can be processed in citizen's choice of medium.

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