



ZIP.NEWS

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ZIPPORAH NEWSLETTER FOR LOCAL AUTHORITIES

FEBRUARY 2008

Efficiency, Transformation and Service Delivery

As Zipporah enters its fifth year of continued growth based on helping local authorities achieve their values of efficiency and service delivery we have extended the success of our registration service newsletter and introduced a more general newsletter to keep all our clients informed.

In its document 'Delivering Efficiencies in Local Authorities' the Government states with regard to electronic service delivery that 'awareness of new ways of serving customers is a vital opportunity for achieving efficiencies' ...In its Comprehensive Spending Review for 2007 the Treasury states that one of the challenges is 'exploiting new technologies and delivery mechanisms to make services more accessible and convenient...'

At Zipporah we understand that many services are complicated to automate and creating effective web access for citizens can be hard to achieve. Because of this we take a modular approach, offering a series of products that can be easily and cost effectively combined to create intelligent solutions for a variety of departments to help you meet your targets.

We have used our own experience of working in the Local e-Government Standards Body and many years working with local authorities to create intelligent systems that can provide efficiency, value and improved service which is what we have concentrated on today.

As we bring you our first issue we hope you will find the content interesting and a useful insight into the present and future plans of an organisation that is innovative, dynamic and growing.

Expanding beyond Bookings

Zipporah has long been a leader in delivering online booking services that combine resource management with workflow and direct access for all types of customer but we have now extended our product range to introduce another service that will help authorities reduce costs and increase services.

Our new e-commerce, management and service request system (known as ZIPI) has been developed to deliver capacity for a wide range of interactions between authorities and their citizens with full management, audit and workflow included. The system was originally developed together with Lincolnshire County Council who approached Zipporah because of our previous success in delivering their e-bookings requirements.

Working with Lincolnshire we have developed a solution that allows for a wide variety of products to be purchased (from licences to mobility aids) as well as making service requests where no costs are required (requesting recycling bins or copies of council free magazines etc).

In addition to the creation and request/purchase of goods the system includes full capacity for service users to create their own data capture forms to gather all the information that they need with our form builder functionality.

Once purchases are made the system maintains workflow for each one in order to provide full after-sales management and tracking. Any workflow can also be displayed to the citizen if required so that citizens always know the latest information on their requests/purchases.

Providing a solution that allows for a wide range of interactions with customers and back end management coupled with e-commerce functionality and reporting means we can deliver a vast range of services. As the solution can also be integrated with payments and finance packages this offers the added benefit of reducing the number of system integrations required and therefore greatly reduces cost.

Croydon Council has already followed in Lincolnshire's footsteps and has introduced the solution, which is available straight from the box, and many other councils have expressed interest. Join them and realise just how you could be saving your authority a considerable amount of money in capital and ongoing expenditure.



New Bookings Module

Whilst our e-commerce, management and service request system has been in development and delivery we haven't forgotten about the e-bookings engine. New functionality has been introduced to enhance services and reports and we are also delivering a new module.

The new module, presently entitled "Museums and Heritage", is a full event booking system which can be used by heritage and education sections to provide booking of events for single organisations or multi person events available to a wider audience.

The system will allow for the booking of a range of events for the section, ranging from library or museum events

for general attendance through to specific events for schools such as Key Stage 2 services.

The module includes a full authorisation and costings function to allow for the suggestion of events to be authorised, a ready reckoner function for defining costs and the ability to enter actual costs for comparison. The module also includes the capacity for diaries to be kept to identify the availability of resources (such as group leaders) and their allocation to events as well as a range of other facilities.

We are currently working with 2 authorities to deliver this module with its release due at the end of February. As ever we have been combining the high levels of functionality that services need with the innovation of Zipporah.

Where Next for Zipporah?

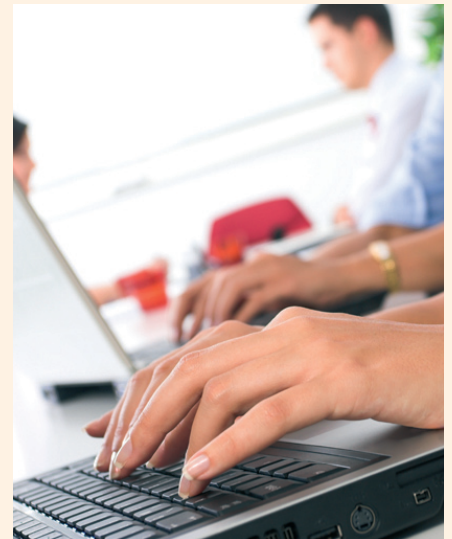
As part of Zipporah's ongoing growth we refuse to stand still. We have found that working with a range of different services and authorities has helped to enrich the systems that we offer and to bring new ideas and improvements that have benefited all of our clients.

With that in mind we are continuing to cast our net with a view to expanding the audience and bringing in more new ideas and methods of achieving the best results in our systems.

During the previous year Zipporah has been working on delivering the systems to the private sector in the UK and the public sector on an international scale. It is intended that this will allow for more development of the system with the introduction of new ideas and processes.

Both strategies are now underway with Zipporah working with the Welsh Assembly to deliver on its international plans.

We will keep you informed of our progress and the benefits this may bring to our clients.



Stop Press

More Development

Having successfully completed a module to allow for the licensing of approved premises as part of our registration service application, we have expanded the solution to deliver a wider management and control system for licences of all kinds.

The system includes all details of inspections, contacts, renewals and expiries and allows for users to fill out their enquires online to interact with the

licensing bodies. Reporting and licence/letter outputs are available in the system as well as a range of additional functions.

More information will be released in future newsletters. If you can't wait for information then please contact us on

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