



Making shared services happen

Case study

In 2003 Zipporah was formed with the purpose of delivering online applications that would help improve service levels for customers and also deliver greater efficiency for organisations as a whole. As part of our aim

of improving service levels and efficiency we have worked with authorities to encourage shared services as a means of delivery. Our web based applications make this an easy option.

Client knowledge

Zipporah clients understand the challenges of delivering shared services and are very keen to face these challenges and introduce the relevant measures. They see that shared services are clearly a route to efficiency both in terms of savings and in more efficient service delivery. The main drivers for the introduction of shared services are:

- Gershon, Regional Centres of Excellence, Audit reports
- Reduced cost and increased buying power
- Improving service delivery through streamlined processes
- Higher cash investments from savings made

It is widely recognised that the provision of information and online transactions are the key areas where shared services can be delivered and Zipporah has helped many authorities deliver on such opportunities.

Zipporah Innovation

Zipporah develops all of its products to be web enabled and thus available widely over the internet or internally via intranets. We have experience of providing technical consultancy on standards and drawing up the roadmap for the future of government IT which allowed us to see a clear direction for internet access for the future. Zipporah has built products to deliver greater online access for the public to services, including applications for:

- e-booking
- e-commerce
- workflow and form creation

In building these, Zipporah's vision has always been to deliver systems that are open to allow for expansion to wider audiences but also extensible to deliver more joined up services to allow for sharing information.

Through the combination of web enabled software and effective management control Zipporah is able to offer solutions that can meet varying service requirements whilst remaining individual to each authority. Our approach to delivery is to provide true partnership with our clients and to encourage that same sense of partnership between our clients in various regions. A sense of partnership working that has helped Zipporah continue to grow and continue to deliver.





Good business

The achievements and benefits speak for themselves. Below you will find several examples of how Zipporah has worked with authorities to develop shared services. Should you wish to find out more about these examples then detailed case studies of specifics are available from us:

- Royal Borough of Kingston had been using the London Borough of Brent Contact Centre for out of hours support when the Registration Service offices were unavailable. However this only allowed for Brent to take a call and contact number and then advise Kingston so that they could call the customer back. With the introduction of Zipporah's registrars module the Brent user is now able to make the appointment directly themselves as they have a full view of the calendar and availability as well as relevant scripts to follow for booking.
- Many of our clients including Kent County Council and London Borough of Lewisham are now able to share their service within authority departments allowing for contact centres to make bookings directly rather than needing to refer calls to specific departments.
- A large number of our clients have extended usage of the system to trusted third parties allowing them to review relevant details and perform certain actions to improve service and reduce the need for information to be shared manually. This includes Kent County Council granting access to businesses in the area to make appointments in relation to weddings and for Funeral Directors to book appointments to register a death.
- Zipporah is discussing with several clients potential to allow central government access to its systems so that they can input their data directly into the Zipporah system rather than sending it to authorities to input. This will also extend to potential interfaces to systems to streamline entire processes.
- Our integration work with Shropshire County Council includes capacity for information to be passed through Zipporah to update a variety of back office systems.
- Our successful partnership work with Lincolnshire County Council to deliver their e-bookings solution also resulted in them requesting we build a new e-commerce solution that can be used for all service requests and request fulfilment across the whole authority.
- Our work with Devon County Council in delivering a course booking system includes capacity for multi-agency organisations to work directly with the system and use it to identify their own training information on individuals within their organisation.