



Value for money solutions

Case study

In 2003 Zipporah was formed with the aim of delivering online applications that would help improve service levels for customers and also deliver greater efficiency for the organisation as a whole. Since our formation we have

delivered a vast array of systems to a wide selection of clients and in each case these values have been maintained and delivered beyond all expectation.

Client knowledge

With the ever increasing budget restraints imposed on businesses and service areas, organisations need to ensure that they choose the right suppliers and the right products. It is important that solutions are implemented that not only meet current requirements but that are flexible enough for further development and customer visions.

interacts with the organisation and what value added qualities are gained from choosing a supplier with the relevant experience and willingness to work with them to enhance their service. It also includes the capabilities of the product and how easily this can be implemented into the organisation and the benefits it brings.

When choosing a supplier and product, organisations need to be convinced that they will get the service they have been promised. This includes how the supplier

Zipporah Innovation

Zipporah is aware of the needs of organisations whether they be private or public sector, and strive to be a supplier that meets these requirements.

Zipporah's range of online products allows organisations to provide their services online giving their customers a better and more streamlined service. Our systems have been designed so that all users have access to the same system and a full service is provided. Organisations don't need to purchase many systems for different user types so users in contact centres, service area teams and the general public all access the same system but have access levels that restrict certain users from certain functions and data.

The Zipporah systems provide a full reporting suite which provides management information across the whole organisation. This information ranges from invoices to mailshot information and allows organisations to fully manage their service without separate tools and resource.

We also appreciate that not all organisations require the same levels of functionality from a system so we developed our products to be sufficiently modular to allow organisations to implement the functions they need. We provide a service that meets the exact needs of an individual client and our products are flexible and scalable enough to achieve this.

We understand that the full service may require integrations to other systems such as finance system and payment engines. Our products easily integrate to other back office systems and we have a variety of ways we can achieve this. We aim to create systems that enhance the service that organisation provide and make running the service more efficient and streamlined.

This includes the implementation of our products. We understand that systems need to be implemented with no disruption to the organisation and service area. Our products can be rolled out within organisations easily and quickly providing a seamless transition to the end users.





Good business

To date Zipporah has exceeded client expectations and provided the service and solutions they said they could. With this a wide range of benefits and added value are provided to organisations that have implemented the Zipporah product.

- Organisation benefit from our knowledge and experience and willingness to share and assist with projects and implementation.
- The reporting suite and functionality of the systems provides managers accurate and detailed information about customers, finances and utilisation figures without allocating resource and effort to manually provide it.
- The self service aspect allows organisations to provide their services on a wider basis without needing the back office resource to do this. Our systems are scripted and configured to the regulations of the organisation so that customers can access the service making only valid requests and transactions.
- The scalability and flexibility of the system allows organisations to implement a solution that meets their service area needs and budget.
- The integration to back office systems such as finance systems and payments engines mean that less resource is required to carry out these tasks and a higher accuracy rate is achieved as no re-keying of data is needed.

“We chose Zipporah because they are professional, understood our business requirements and they are very easy to work with. ZEBE-D is a powerful and scalable browser based product, which enables us to provide quick, usable and efficient services for our front line staff, customer service centre and the public. The product range and cost enables us to develop in affordable and manageable phases.”

Carl Haggerty
Corporate Web Manager
Devon County Council