



March 2011

Corby Borough Council Create Significant Efficiencies & Improve Service Delivery.

Corby Borough Council implemented a new CRM system and embarked on a programme of integration. After trying other options, it turned instead to awi, NDL's flexible and cost-effective universal integration technology. Now it is successfully extending its integration programme on a service-by-service basis across the Council, creating significant efficiencies and improving service delivery.



[Click here to request a copy of this case study.](#)

An Interview with Pat Oliver, Software and Hardware Management & Delivery Manager, Halton Borough Council.



In the next of our series of interviews with leaders in public sector technology, we talk to Pat Oliver, Software and Hardware Management & Delivery Manager for Halton Borough Council. He talks about, amongst other things, the impact of the CSR and the effect this is having on IT plans at the authority.

Tell me something about your current role.

I have responsibility for both in-house and externally-facing systems and the authority's technical infrastructure. One thing I feel very strongly about is that our internal systems and processes are just as important as our 'external' ones. So, for example, we've expanded the CRM system which we developed in-house to encompass a growing number of key administrative processes - in other words, we practise internally what we're expected to achieve externally. There's no difference in

The NDL Integration & CRM Survey 2011 is now available!

Driving out hidden waste and inefficiencies: local authorities look to integration

Local authorities will use integration technology to drive out shocking levels of hidden inefficiencies and to protect front-line services, according to NDL's recent survey

into integration and CRM. In particular, huge opportunities exist to generate significant savings by eliminating the widespread wasteful practice of re-keying information from e-forms and CRM systems. NDL's seventh annual Integration & CRM survey was carried out in the wake of the Comprehensive Spending Review (CSR). What has emerged is a massive waste of money caused by vast amounts of multiple re-keying of data. Of the 253 local authorities questioned,



asking a member of staff to process a mileage claim form or a resident to pay something online: as far as the CRM system is concerned, it's the same thing. So we've successfully automated a multitude of our more mundane administrative tasks such as ID applications, invoice processing and holiday requests.

[To read the full interview please click here.](#)

17 per cent are still re-keying all data taken into CRM systems, with 38 per cent re-keying more than 60 per cent. When looking at how data from e-forms is processed, the situation is even worse: 35 per cent are re-keying all data and 77 per cent re-keying more than 51 per cent. Respondents cite the lack of integration between systems as the greatest barrier to overcoming this shocking waste of resource.

[To request a copy click here.](#)

NDL Mobile Working Survey 2011

We are delighted to inform you that we are now carrying out our annual "Mobile Working Survey" and are looking for participants. If you have 5 minutes to spare to contribute to this prestigious report please contact NDL by emailing info@ndl.co.uk



01937 543500 | www.ndl.co.uk