



## **Kent County Council Transforms its Services for Citizens**

Kent County Council (KCC) is one of the top five performing authorities in the UK. To maintain its position and meet the e-Government targets set for all local authorities in providing citizens with on-line access to its services, KCC needed to have all applicable services electronically enabled by the end of the year. In addition, KCC had to meet the Priority Services Outcomes (PSOs) set by the Office of the Deputy Prime Minister, which defined the standards for the services that had to be delivered.

This meant that it had to:

- Enable 66 integrated processes that directly interfaced with its citizens, via web, phone and e-mail
- Enable a further 25 processes to meet the PSO standards
- Create a robust, reliable, scalable architecture and infrastructure for running the processes

According to Debbie Haigh, KCC's ICT Business Development Manager

"With a council that is passionate about the quality and speed of delivery of its services to citizens, we couldn't just pay lip service to the requirements. We knew we had to implement an infrastructure that would enable us to deliver quality end-to-end processes that were integrated with front and back office applications."

To help them achieve these challenging deliverables against such tight timescale Kent County Council engaged Solidsoft to architect and build a complete operating platform that included an integration hub, bespoke applications and off-the-shelf applications. The project which started in March successfully enabled Kent County Council to meet all its government targets on time, within budget and to the required standards. It now has a platform that meets its current requirements and provides it with:

- The scalability to meet the needs of 1.3 million citizens
- The re-usability to rapidly develop new services as they are required
- The integration of call centre, e-mail and web transactions with Kent County Council citizens
- A common e-Government related database for all citizen information
- Integration of front and back office systems

"KCC is a 4 star Comprehensive Performance Assessment Authority and now we can be even more responsive to citizens and businesses", says Debbie Haigh. "In addition, whenever a customer contacts us, we have a full history of their dealings with the Authority, allowing an even richer service. Without agile production and component re-usability we couldn't have achieved the integration we have. We're really excited about this approach. It enables us to do everything the Council wants, only more effectively and efficiently. What's more we have a platform that is responsive and can accommodate our future service needs."