

Yorkshire & the Humber

Digital Transformation Sharing



Digital Transformation successes:

- **Waste and Street Scene** (Firmstep forms and SQL Server):
 - Garden Waste subscription process
 - Route optimisation project
 - Business transformation from manual Excel based processes to high quality data in SQL enabling automated processes.
- **Planning** (Uniform with Northgate Information@Work (I@W)):
 - Automation of comments received via PublicAccess for Planning into I@W*
 - Automated indexing of incoming planning application documentation from Planning Portal into I@W*

*commercial point

Key issue/problem:

- The need to achieve Amazon like payment experience for payments via Firmstep forms. Existing solution is based on Firmstep integration with Civica payment solution which is far too unreliable necessitating daily admin by experienced ICT staff to resolve issues