

Digital Transformation activity

**Customer platform developed, front end using
Drupal, integrated via BizTalk with Lagan and back
office systems**

13 services now delivered using the platform

**Functionality includes customer account,
appointment booking, service requests, issue
reporting (potholes, street lights etc.), social care
needs assessments, account history - more services
planned**

Also looking at the use of chatbots and Alexa