

Rugby Borough Council - Digitalisation

- **Fixing the plumbing - review of all IT systems leading to in-progress replacement of 4 and plans to review**
 - **More modern, Api interfaces etc.**
 - Housing
 - Asset management
 - Planning
 - Events/Ticketing
- **Review web delivery platforms to see whether what we have currently is still best available**
 - **How to overcome some of our current difficulties.**
 - Customer single sign-on (between sites)
 - Closer integration between website and self service
 - More standardisation



What have we done well?

- **End to end digitalisation of paid-for green waste service (v3)**
 - Address lookups
 - Online or CNP Payment integration
 - FMS integration
 - Integration to route/in-cab collections system
 - 22,000 signups, 25,000 bins, £1m revenue
- **Replacement of paper based processes with staged/routed processes**
 - Grants applications
 - Lifeline services
 - Sports and recreation



What are we working on next?

- **System replacements and reviews**
- **Implementing chatbot - website and social**
- **Mobile app – cross platform**
- **In-house http API's to enable LLPG address/bin lookups**
- **Alexa skills**
- **Refuse and recycling waste round optimisation and integration to in-cab system**
- **Power BI reporting and analytics**

