

Digital transformation

Why a platform, such as low-code?

Procurement approaches?

Free your transformational opportunities with a robust procurement approach that includes **Crown Commercial Services**

Simon Pike: Market Solution Specialist

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Introducing your presenters



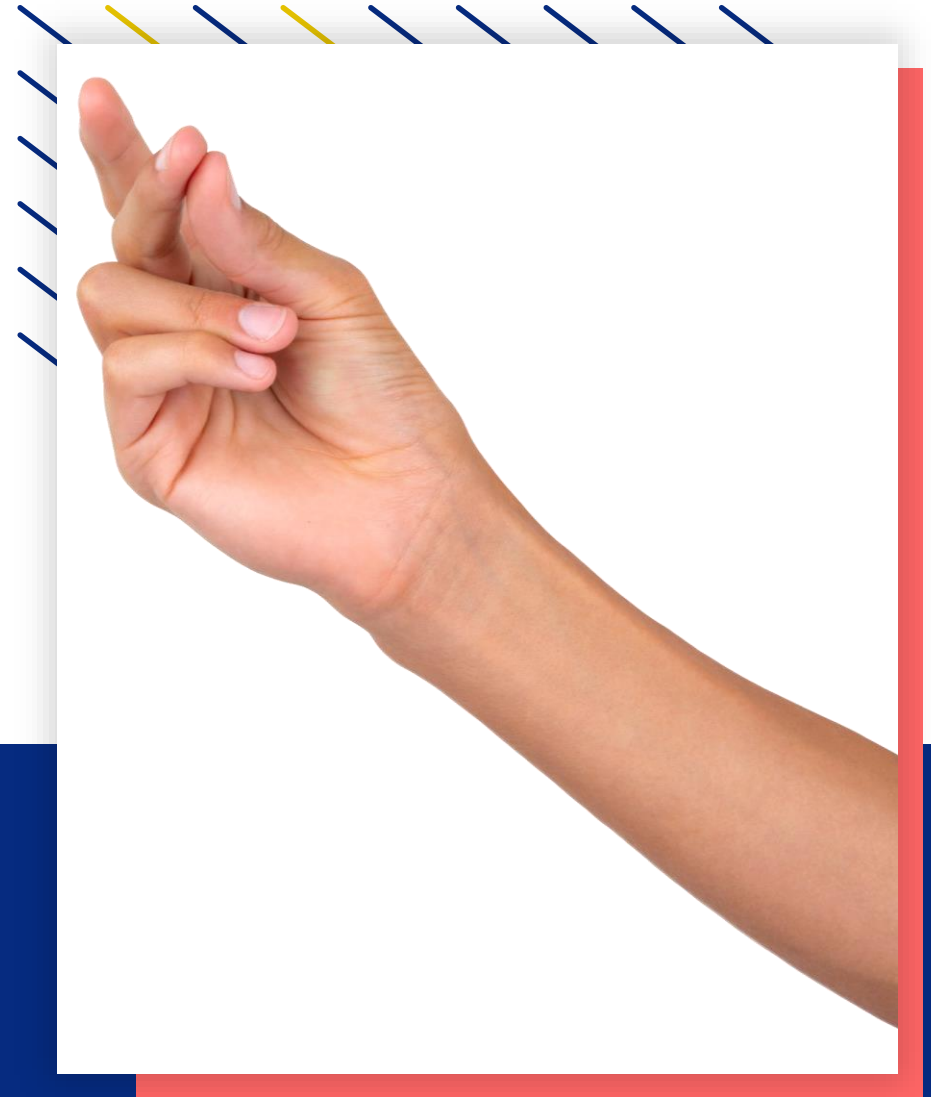
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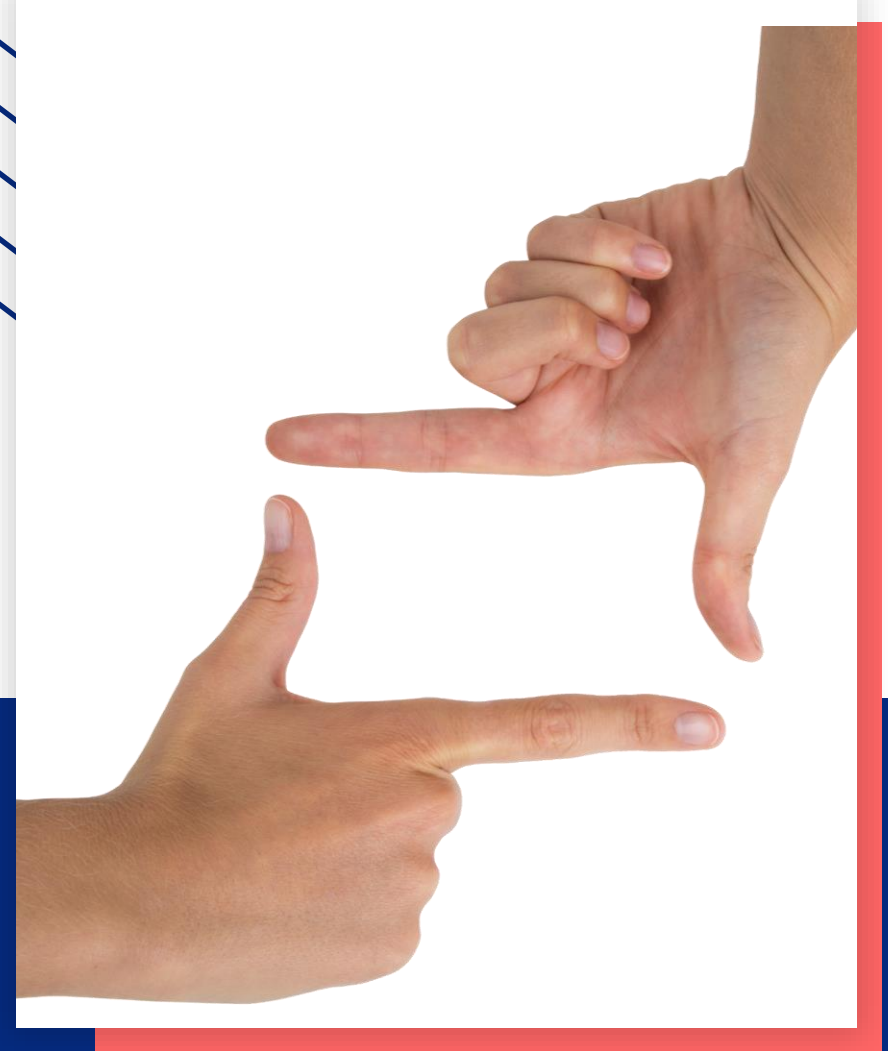
Agenda

- The dilemma of **digital transformation**
- Why take a **platform approach**?
- COTS vs platform low-code
- The story of a procurement
- Best practice suggestions



Q: What is the dilemma of digital transformation?

- Big picture vs. silo services
- Customer journeys matter
- Delivering a financial return on tech
- Tech enables, it's not the outcome



Q: Why take a platform approach?

“

Platforms - make it easy re-use digital services on multiple tasks and lets others, like businesses, use those platforms for their own needs

Rob Mettler, PA Digital Expert PA Consulting

Q: What **capabilities** do platforms bring?

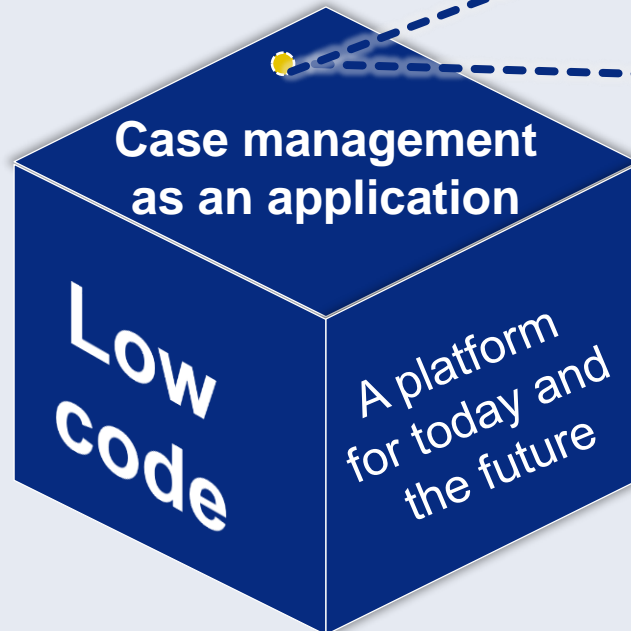
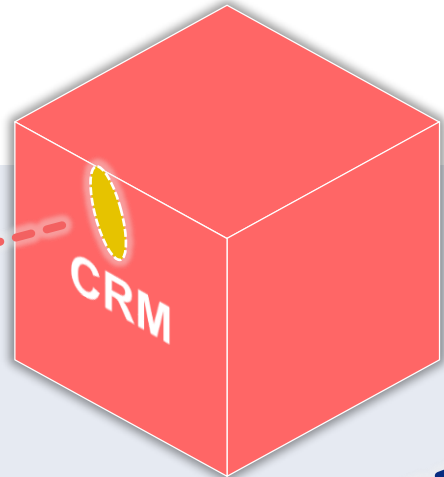
- Full end-to-end functional **capabilities**
- **Upskilling** of your team: multi disciplinary working
- **Security:** authentication and control
- **Integrations:** back-end and external
- **Reporting:** performance management in real-time
- **Flexibility** today and in the future
- **Speed** to deploy



Q: Can we compare a CRM with a platform?

Relationship management solutions

- Agent interface
- Customer self-service
- Mobile interface
- Process management
- Point solution roadmap
- User group
- Specific features and functionality
- Customisation controlled by others

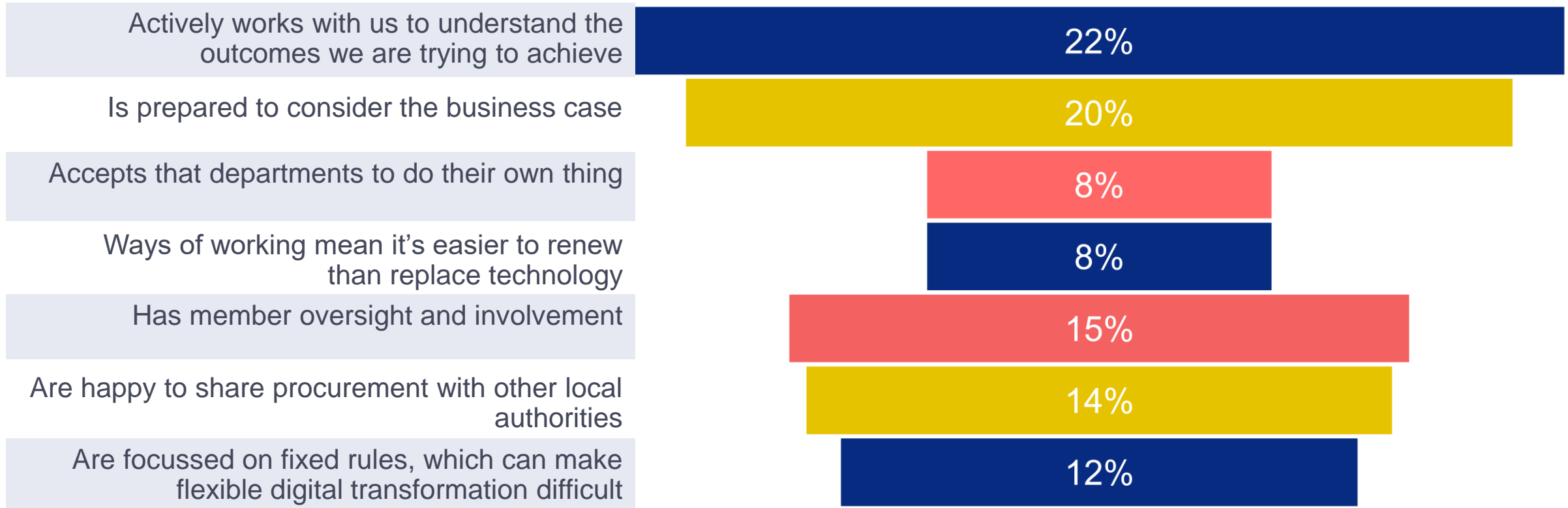


Low-code delivers more than case management

• Everything and... more

- Dashboards and alerts managing SLAs in real-time
- Organisation-wide digital transformation
- End-to-end process interoperability and integrations
- Processes 100% fit now, and in the future
- Mobile and remote working for staff
- Security and governance in your control
- Real-time performance management and reporting
- Platform roadmap for new tech
- On-line Community & AppShare

Q: In our authority, procurement....



Survey PSDTF Q3 2020 65 respondents

Q: Real life procurement dilemmas

- Councils are looking for the right tech
- Then, just how to procure it
- The best use of public funds is to make sure tech has longevity
- Involve procurement early on
- There are alternatives....



Q: Tell us how frameworks can help?

Two hands are shown, one from the top and one from the bottom, with their index fingers pointing towards each other. The top hand is slightly higher and further to the right than the bottom hand. The background is white.

“

Using a framework provided our council with a positive alternative for our procurement.

It worked so well, we've recommended their use to another council; and, we're using them for our next procurement, too.

Digital Officer Borough Council

Q: Tell us how a framework made the difference...

Our **Commercial team** reviewed the specifics

01

02

Together we discussed and agreed a recommended **approach**

We helped the officer to produce **Board papers** for senior officers

03

04

There was **ongoing dialogue** to gain agreement

A **service offer** was written based on our proposal

05

06

The Service offer sent to **Crown Commercial Services** to approve and publish

The Service offer became part of the **contract**

07

08

The **Framework terms** and schedules drafted and agreed

Best practice suggestions

- Be open to gaining a joint outcome
- Challenge the normal
- Review by boards and committees?
- Leave time for amendments, or call-in
- Dialogue with **Crown Commercial Services** helps
- Parties can collaborate to locate service offers
- Frameworks are viable alternatives
 - RM 3808
 - RM 3821



Q: Any last thoughts ...

- Your tech needs to be future perfect
- Match procurement to the tech (don't compromise)
- Dialogue is essential
- Crown Commercial Services are there to help



Thank you

Our team are here to help:

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or chat with us on our website

www.netcall.com

Join us:

Date: Thursday 11 March

Time: 2pm

Webinar: Exploring Citizen
Hub Framework: the demo