Why you don’t need developers to deliver transformation

Cumberland Council

Westmorland & Furness Council

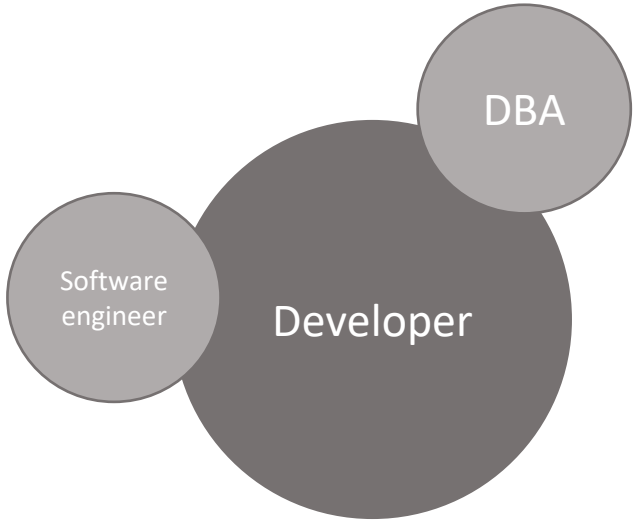
Working for **Cumberland Council** and **Westmorland & Furness Council**

Applying the culture, processes, business models and technologies of the internet era to respond to people's raised expectations. (Tom Loosemore – Public Digital)

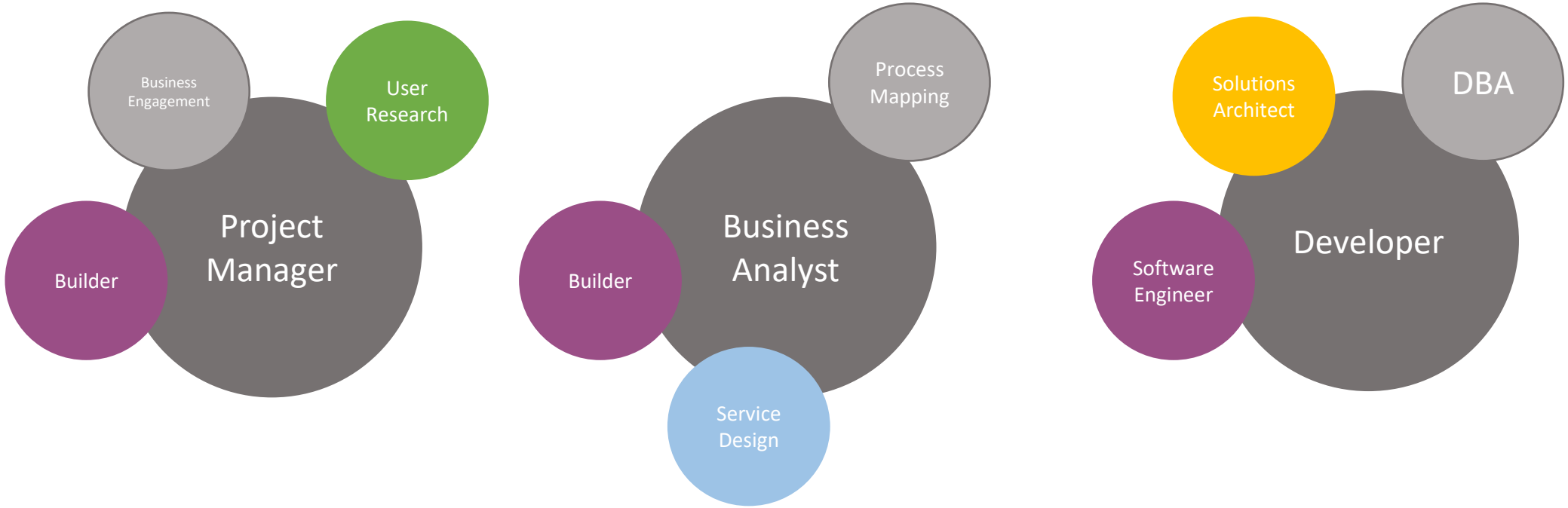


Multi-disciplinary roles





Multi-disciplinary roles



Give them tech that enables the approach



Cumbria County Council and now our two new unitary councils Cumberland Council and Westmorland and Furness Council are using the Netcall Liberty Platform

- Low Code
- RPA
- Omni-channel

NETCALL

Liberty Create
Accelerate app development with our low-code solution.

Liberty Connect
Outstanding customer experience with conversational messaging.

Liberty RPA
Free-up people with AI-powered robotic process automation.

Liberty Converse
Deliver exceptional experiences with an omnichannel contact centre.

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2018/19 our 1st year

8 Teams onboarded to use Omnichannel contact centre

16 Customer centred end to end digital services (avg 3 week build)

3 Developments shared with community

£300k Savings; rationalisation, reduced overheads and FTE



Customer satisfaction up to 80% & Stakeholders satisfied and engaged

Where are we now?

60 Customer centred end to end digital services & citizen hub (myAccount eligible)

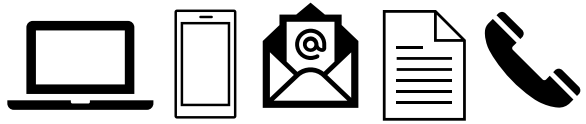
11 trees saved annually

iese Awards GOLD Winner 2022
The Public Sector Transformation Awards

Approach and use of tech recognised nationally

New integrations in 30 mins. New digital services in 2 days!

500k+ Cases managed annually



80% Faster Processes completing quicker

GOV.UK Pay

DVLA Driver & Vehicle Licensing Agency

On premise systems

Ordnance Survey

one.network

amazon web services S3

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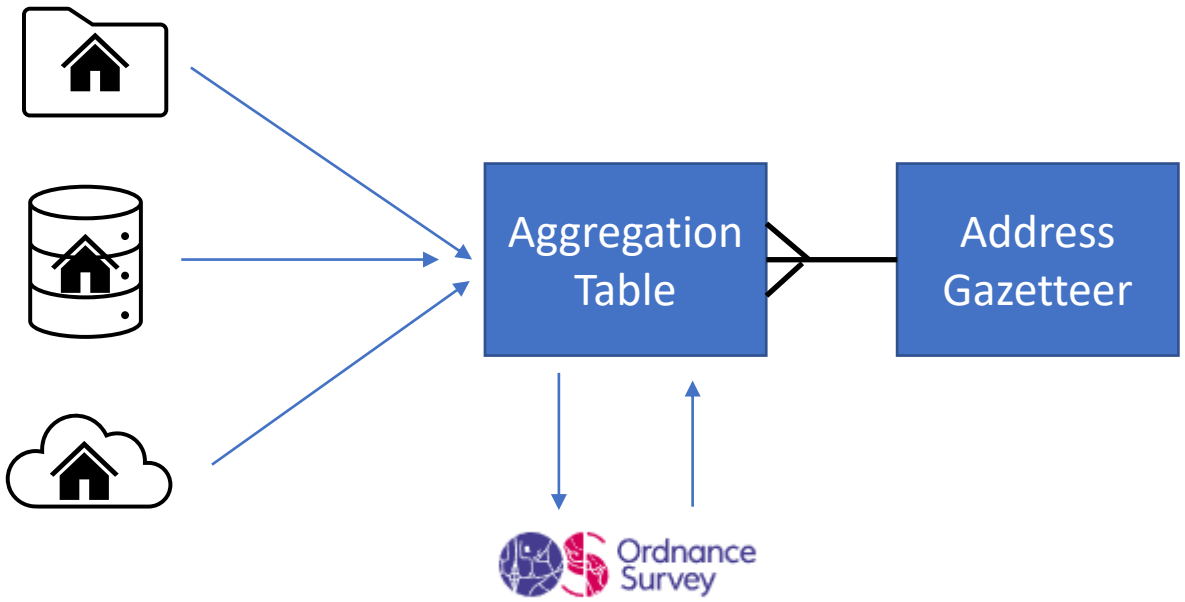
Test the theory

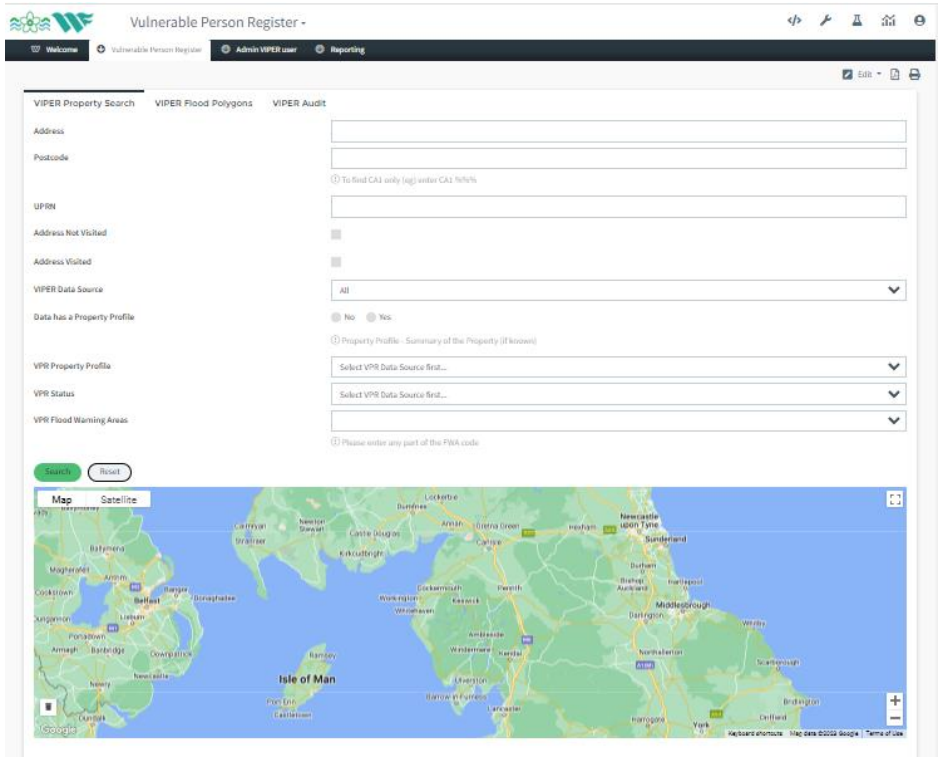
We feel 4 people sharing the below skills can see similar results

- Agile (or more importantly the right attitude to adopt it)
- Business analyst
- Business emotional intelligence
- Customer focused
- Design
- Delivery management
- Technical / Developer
- User experience / Content design
- User research



VIPER – Demo of a non-dev system development





Funded by
LOCAL DIGITAL

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Thank you Q&A

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