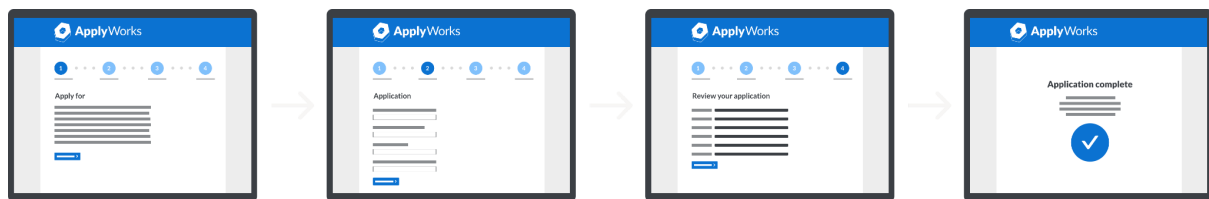


ApplyWorks

Service Definition

ApplyWorks provides a highly usable front-end online workflow for processing citizens' applications for licences, built to GOV.UK design standards, fully integrated with all line of business systems and equipped with a comprehensive application management system.

Designed with the flexibility to adapt to applications for various different service areas, councils can use ApplyWorks to enable citizens and businesses to apply for, for example, residential dropped kerbs, H-Bar markings, scaffolding or skips, taxi licences, market traders pitches or trading licences at a specific property.



Benefits

- Helps councils achieve lower operating costs through channel shift for business and citizen-made licence applications
- Integration/s with all existing back office systems, processes and payment providers
- Two-way information flow to close the feedback loop and improve customer communication
- Maintain control, track service levels and manage contracts
- Facilitates the removal of legacy software, helps you to go paper-free
- Improve transparency, customer satisfaction and council reputation
- User-centred, co-designed approach, enabling you to grow with the service

- Secure, cloud-based hosting in the UK with fully compliant, pen tested data protection and privacy
- No need for rekeying or manual intervention from staff, applications automatically enter your workflow through integration

Features

- Online applications and payments for your authority, for a variety of residential and business purposes, from dropped kerbs and H-bar markings to trading licences, taxi licensing and skip hire
- Cloud based hosting with seamless integration with major works, asset management systems, payment providers and CRM systems
- Let citizens and businesses complete detailed and comprehensive applications online, with the ability to upload supporting information and required documentation
- Uses geo-location technology and UPRNs to help citizens make accurate place-based applications
- Allows applicants to log in and review the progress of an application through feedback loops with your integrated CRM or works system(s)
- Adjust messaging with templated responses and in-application prompts to improve communication
- Customer service workflow to make applications on behalf of citizens and businesses who need to call you
- Automatically routes applications to the correct team
- Uses the branding from your existing website and services
- Meets W3C Web Accessibility Standard and government accessibility requirements
- Optimised to enable user-friendly applications on desktop and mobile devices
- Feature add ons for Market Trader licensing (plots and pitches) such as asset layers for market stall plots, busking areas, or other location based application/licences, Calendars and attendance registers. Expansion of applicant profiles to include location and attendance information

- Feature add-ons for licensed vehicles (taxis) - adapted profiles to log and monitor vehicles
- Under continuous development - if you have a licensing need we haven't provided for we're open to expanding the product further!

Please note: if you're a FixMyStreet Pro customer it is possible to incorporate basic application processes into your existing FixMyStreet Pro system. Contact your account manager to discuss your needs.

Getting started

Once you're signed up, we'll contact you to arrange a project kick off call where you'll be introduced to your dedicated project team. During this meeting we'll run through a project overview and what is to be delivered, discuss how we will work together, and outline what we will need from you to get things started, which will include:

- The system(s) you want to integrate with
- Process map of your application workflow
- Templates and/or style guides so that ApplyWorks can adhere to your website's existing look and feel
- Details of the initial applications you're transitioning to ApplyWorks*
- Payment gateway information
- Any specific content that needs to be added to the FAQs for your installation
- Access to test systems

Once we have all this, we'll start building the application forms and creating integrations.

The project kick-off call will be closely followed by a scoping session during which we will ensure stakeholders understand the core functionality of ApplyWorks and agree on what is in scope for delivery and whether the rollout needs to be phased.

*If you're unsure of the end-to-end processes for the applications you want to transition, we offer a short Application Process Review to scope out your needs and carve out a clear path forward.

Training

SocietyWorks provides online training sessions as part of any project. Each session covers:

- The application lifecycle
- How a member of the public uses the product

- How customer services teams can create applications on behalf of users
- Administrative functions to export statistics, manage templates and users
- Providing first line support to users
- How to get the most out of your new product
- Accessing post go live client support
- How to play an active part in future development
- The training session can be recorded with full supporting documentation available
- How other SocietyWorks products such as FixMyStreet Pro work with your ApplyWorks product

Support and maintenance

Following training, your staff will have the tools to easily provide first line support to users in the knowledge that our SocietyWorks client support team are on hand to answer any questions and fix any technical issues.

Except in the event of emergency maintenance, SocietyWorks will give notice to the customer at least 48 hours prior to any planned system downtime, which will normally be expected to take no more than three hours to perform. The service is load-balanced for resilience, reducing the likelihood of any disruptive maintenance. The status of ApplyWorks and any third party integrations can be monitored live by looking here: <https://status.societyworks.org/>

Please see terms and conditions for more information.

Ending the contract

The contract's start date, notice and extension periods will be agreed in the Order Form.

At the termination of the agreement the customer may choose to issue a transfer request which grants sufficient data and rights to operate the service yourself or with a third party.

See terms and conditions for more information.