

# SocietyWorks Suite

## Service Definition

A combined suite of integrated front-end services, designed for councils committed to changing their relationship with residents across multiple service areas.

The SocietyWorks Suite provides councils with the opportunity to create cohesion for citizens and for staff across the council - from customer services and IT to waste, information governance, highways and environment teams.

With scalable features across all products, choosing the SocietyWorks Suite enables councils to take a forward-thinking, single source of truth approach to citizen reporting, reducing the noise and streamlining processes through integration.

Transform street and highways reporting with FixMyStreet Pro, improve access to residential waste services with WasteWorks, enhance environmental health reporting with EnviroWorks, streamline freedom of information requests with FOIWorks, or upgrade applications with ApplyWorks.



## Benefits

Provide your residents with a connected, simple and intuitive digital front door for all of your key contact areas, including highways, waste, environmental health, FOI and licence applications.

### **Achieve cost savings with channel shift**

Reduce demand on customer service centres with an online experience that anyone can use, however and wherever they like.

### **Increase efficiency**

Route problems to the correct team or system, based on location, category and priority and leverage already published information.

### **Keep citizens updated**

Manage expectations, increase transparency and improve reputation with time-sensitive templated responses and automatic updates.

### **Streamline processes**

Improve the customer experience and create cohesion for staff by upgrading your digital services and eliminating legacy obstacles.

### **Works with your existing services**

Integration with all of your asset, in-cab, information and CRM systems, as well as mapping and payment providers.

### **Understand pattern and trends**

Track service levels, identify reporting patterns and trends with dashboards and visual heatmaps.

## Features

Whatever combination of products you choose, we'll adapt them to your individual authority's needs – without adding complexity to your workflow.

### **Tailored to your needs**

Choose whichever products meet your needs, to smoothly handle contacts from citizens online.

### **Connected services**

Joined up administration dashboards for FixMyStreet Pro and WasteWorks to create cohesion for internal teams.

### **Open standards compliant**

Proudly Open Source software, following the Government Digital Service Standard. Benefit

### **Fully integrated**

Support for industry standard mapping, in-cab, information, CRM and asset management systems, as well as payment providers.

### **Progressive web app**

Designed for optimal display on desktop, tablet and mobile browsers, with offline support for on-the-go reporting.

### **Case management**

Case management tools for customer services, inspection and front line maintenance teams for

from our 20+ years of experience building, hosting and scaling Open Source software.

### **Closed feedback loop**

Set up time-based rules and SLAs, keep citizens informed on progress and connect with services such as GOV.UK Notify.

### **Intelligent routing**

Send the problem to the correct individual, team or another authority based on location, category or a combination of both.

### **Accessible**

Meets W3C Web Accessibility Standard and government accessibility requirements.

FixMyStreet Pro, WasteWorks and ApplyWorks, including offline support and CRM workflow for staff to make reports on behalf of residents.

### **Single sign-on**

Allow users (both residents and staff) to use single sign on functionality when logging in.

### **Performance dashboard**

Extract report data by ward, status, category and date as a CSV as well as analyse data in a real time heatmap.

### **GDPR & Security**

Fully compliant [data protection & privacy](#). See our website for our [Business Continuity and security policies](#).

## 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. Depending on the combination of services you choose, this may include:

- The systems you want to integrate with
- Templates and/or style guides so that we can adhere to your website's existing look and feel
- The reporting form categories and fields that will best fit into your set-up
- Your preferred notification methods
- Contact email addresses for report recipients
- Example addresses and postcodes for testing the service prior to launch
- Any specific content that needs to be added to the FAQs for your installation
- Access to test systems

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

## Training

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

- The report lifecycle
- How a member of the public uses FixMyStreet Pro / WasteWorks / FOIWorks / ApplyWorks / EnviroWorks
- How customer services teams can interact with the features of the chosen solutions
- Administrative functions to export statistics, manage templates, categories and users
- Providing first line support to residents
- How to get the most out of FixMyStreet Pro / WasteWorks / FOIWorks / ApplyWorks / EnviroWorks
- Accessing post go live client support
- How to play an active part in future development

## Support and maintenance

Following training, your staff will have the tools to easily provide first line support to residents 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 our solutions 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.