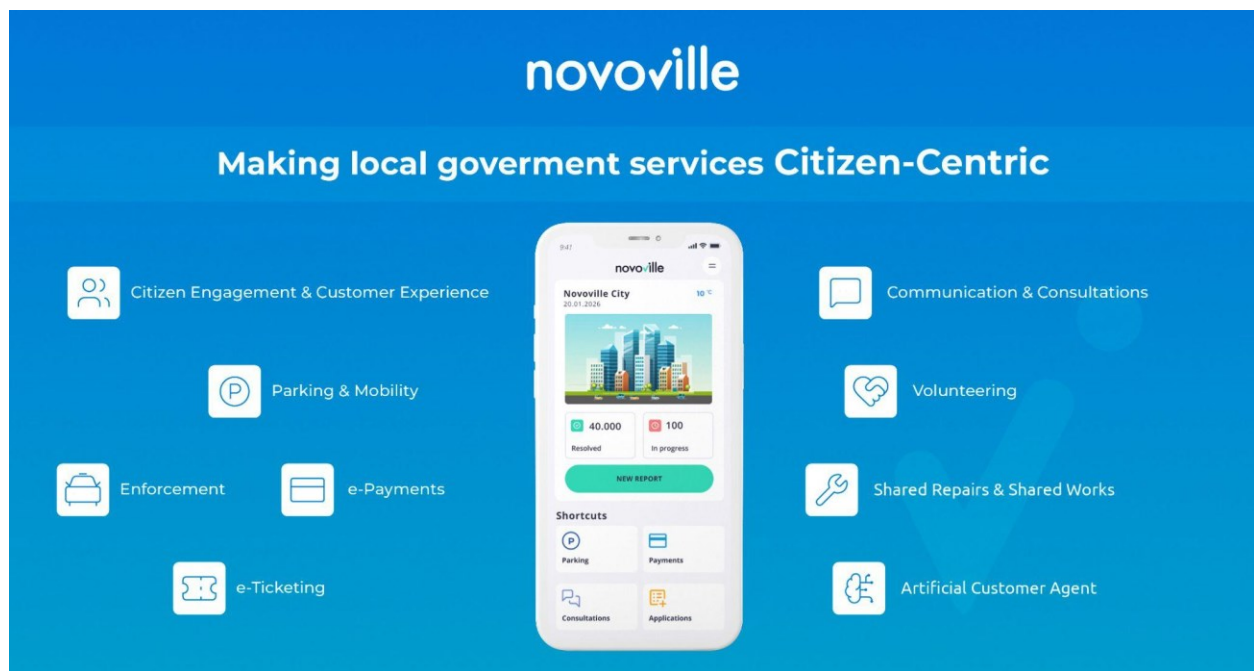


SERVICE DEFINITION
WRITTEN FOR THE DIGITAL MARKETPLACE G-CLOUD 15

Novoville

CITIZEN ENGAGEMENT & CUSTOMER EXPERIENCE PLATFORM (CEP)



novoville

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Overview

Novoville is an out-of-the-box Citizen Engagement & Customer Experience Platform (CEP), that makes communication between Local Governments and citizens easier, more efficient and cost-effective.

Our platform is a highly modular software-as-a-service (SaaS) which allows for integrations with existing systems. It supports secure data-exchange and is fully GDPR compliant. It is offered as a cloud-based solution hosted on Amazon Web Services (AWS), resulting in low implementation time and costs. Typically, we are able to deliver and implement a complete solution in 30 to 90 days, depending on scale. Our subscriptions range from months to years.

Citizens can decide how they want to interact with their Council Services through multiple channels: Mobile Apps, Web apps, Chatbot and conversational interfaces or real people. Councils can manage requests and resources in one place, offer existing e-services on new interfaces, communicate with citizens instantly, automate processes and get real-time visibility of organisational performance with enhanced data analytics and service delivery KPIs through an intuitive dashboard.

Novoville native mobile apps are available to download for free on Google Play and the AppStore. Chatbots can be accessed by the most popular chat applications or as a standalone web-chat interface. The web app can be integrated on any website in minutes.

We provide authorities with a number of options:

- Enhance their existing applications by integrating Novoville modules and interfaces
- Replace existing apps with any of the available Novoville modules

The solution is largely plug-and-play as it supports multiple workflows. All data is collected, processed and presented on a web management dashboard. We offer a broad range of modules that enhance citizen engagement:

e-frontdesk: manage requests, forms, permits, incident reports and resources in one place, improving organisational visibility and efficiency, while drastically reducing costs.

Communication & Consultations: talk and listen to thousands of citizens instantly using a range of powerful communications tools.

Payments: facilitate and manage app payments to the council, reducing bureaucracy

and transaction costs

Citizens can access these services on their preferred medium and receive real-time feedback on their requests as these get handled and processed. This drives civic engagement and results in better customer service.

Local authorities receive all requests for services, customer views & feedback, key performance indicators (KPIs) and engagement results on their own cloud-based dashboard, with custom workflows that allow staff to deal with requests faster. Where applicable, this is complemented by interactive map visualisations. Additionally, Novoville allows Local Governments to be more transparent towards citizens by publishing KPIs and making decisions based on the data collected.

Novoville is a UK business that has been helping authorities significantly increase engagement and customer satisfaction since 2016. We deliver cost savings over short timescales for local authorities by accelerating channel shift. Our team has extensive experience in local and central government, data analytics, behavioural economics and software development. We have received multiple awards and are one of the top 10 GovTech startups in Europe, serving over 100 local authorities and 3.5m citizens across 4 European countries as of January 2026.

If you are interested in discovering our other solutions for local authorities, please visit our website.

Product Description

The Novoville platform (CEP) is hosted on cloud infrastructure (AWS) using UK data centres. This comes with GDPR compliance out-of-the-box and guarantees maximum security and high privacy-compliance standards. Our product is designed to be simply integrated with a large number of existing or legacy systems.

The platform comprises various modules, supported by a cloud-based dashboard. Namely:

e- Frontdesk



The electronic frontdesk (e-Frontdesk) family of modules allows citizens to interact with their local authorities using the digital channels that suit them. Interactions include submitting requests, forms and incident reports, applying for services and official documents, making payments to the council, etc., but also getting real-time feedback from the council via their preferred medium. In addition, citizens can find answers quickly through a smart knowledge-base and FAQ agents. Authorities can manage all these requests more efficiently with improved workflows, thus, improving customer satisfaction and increasing cost savings.

This package includes the following modules:

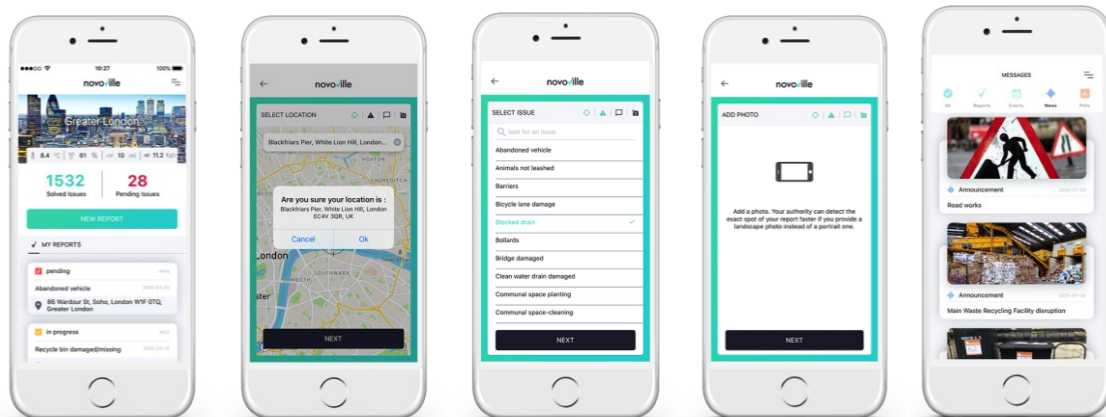
- Incident Management (problem reporting)
- Dynamic Form & Application Management
- FAQ Clients
- Local Information: Events, Calendar, POIs, Phonebook

Novoville's e-frontdesk simplifies back office processes, visualises resource management, establishes modern feedback provision and, by leveraging real-time data, helps authorities to prioritise actions for the digital age. Through our native apps, citizens have access to council services anytime, anyplace, anywhere.

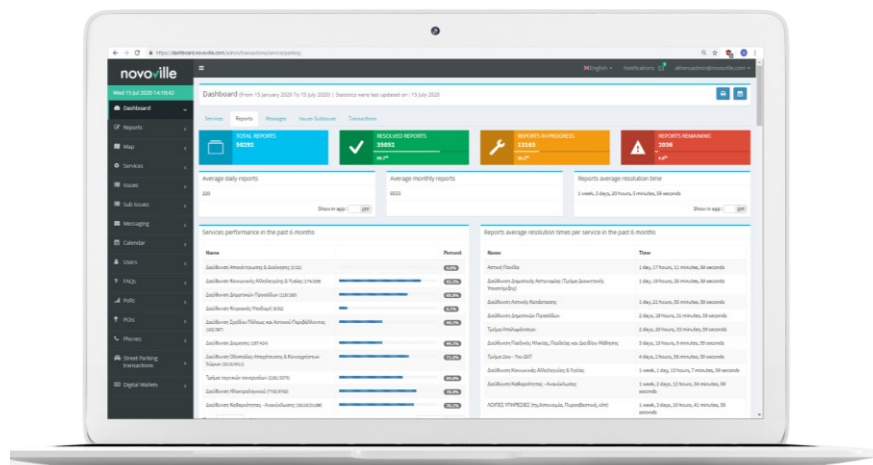
Incident Management

Citizens are central to good governance, so strengthening the relationship with them is

imperative. Novoville allows citizens to report issues they encounter in their daily lives (e.g. potholes, broken traffic signs, fly tipping) quickly and easily, and receive automated notifications about how their issue is being resolved. Mobile app or web app users upload a picture of the issue, pin it on the map and report it to the local government without having to pick up the phone or visit the council in person. Citizen requests can be assigned directly to the appropriate employee, service or contractor, allowing for intelligent resource management.



A powerful and user-friendly CRM automates processes and improves staff efficiency, while providing real-time statistics on service performance and map visualisation. Novoville AI makes sure citizens are automatically notified of the progress of the report, starting from the initial handling stage and reaching all the way to its resolution.



Dynamic form & application management

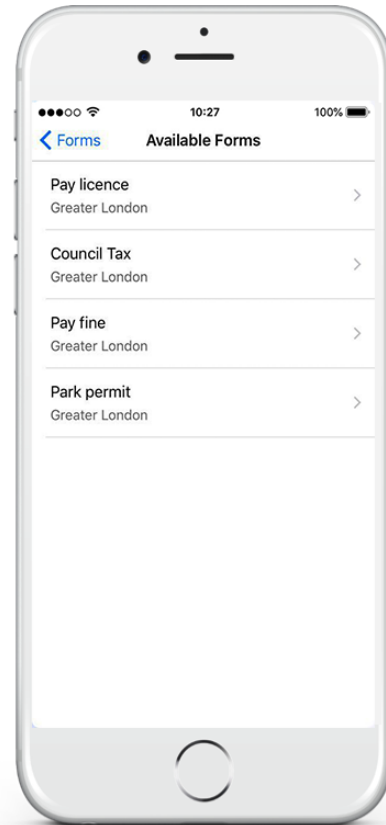
Using our dynamic Form Creator, authorities can create any online form to support a number of different citizen requests. This includes applications for certificates, permits, official documents, event bookings, etc. Forms can be allocated to specific service(s), employee(s) or a contractor. Novoville AI makes sure citizens are automatically notified of the progress of the application, starting from the initial handling stage and reaching all the way to its resolution.

FAQ Clients

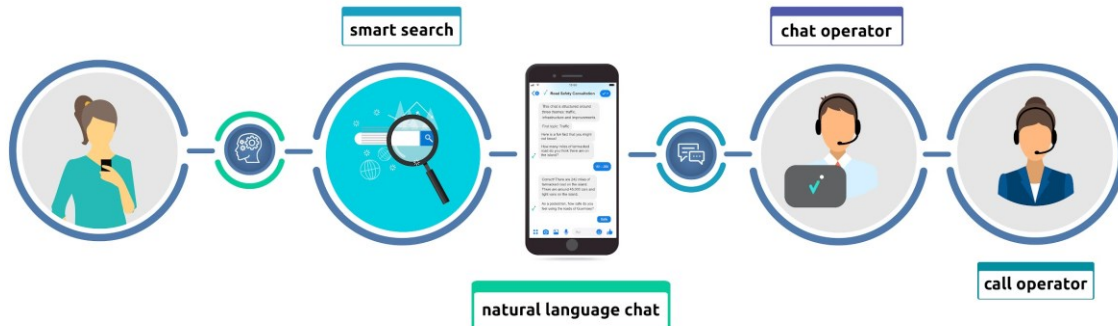
Novoville simplifies the process of collecting, curating and sharing information with citizens on their smartphone or on the web. Our FAQ clients come in 3 flavours:

- Smart FAQ directories that index knowledge (questions and answers) from the council to provide a Google-like experience when searching for a specific piece of information. This is available on our mobile apps and web apps.
- Our chatbot FAQ agent provides suggested answers to citizen enquiries dynamically, using Artificial Intelligence. This resembles a discussion on any popular chat application. Natural Language Processing (NLP) allows the agent to understand what the user is looking for. The chatbot is available for any webpage (via our web app), Facebook Messenger, Slack and WhatsApp.
- Our NLP technology can provide similar answers to known questions by using popular conversational interfaces, including Amazon Alexa and Google Assistant speakers.

Only when answers for specific topics are not available, citizen enquiries are redirected to the call centre team. Thus, authorities can significantly reduce call centre volume and save resources without sacrificing customer service quality.



E-front desk

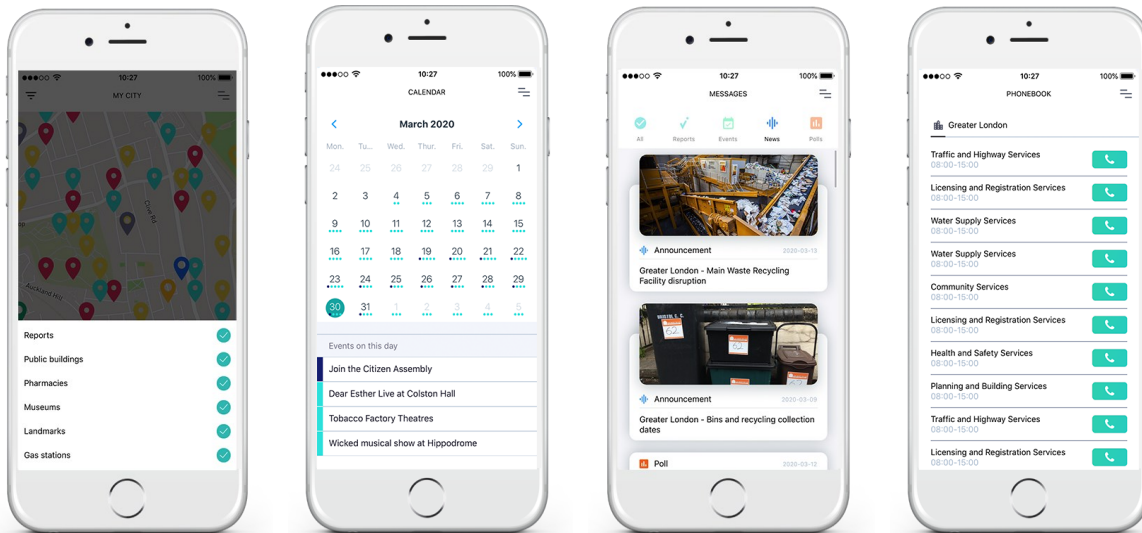


Local information provision

Our cloud-based management dashboard can be used to create a full-blown local guide. Administrators can quickly publish Points of Interest on interactive maps, create and publish details for events and make a calendar of upcoming activities publicly available. This limits marketing costs and increases the sense of community with a one-stop gateway for local info.

Any important announcement can be published to citizens immediately, using interactive push notifications, SMS, email, etc. Characteristic examples include events, emergencies, school closures, traffic accidents, etc. All of the published local information is automatically available as a list, as a set of calendar entries or on a map. Local authorities can also notify citizens individually about upcoming/delayed payments or scheduled appointments directly on their phones.

In addition, the Novoville dashboard allows for the creation of a list of important phone numbers. This is automatically updated on the user interface based on their location, and provides contextual information on who to contact for an emergency or issue in a specific location.



Communication & Consultations



Talk and listen to thousands of citizens through our suite of powerful communication tools: online consultations & surveys, instant messaging, campaign & reputation management. Novoville provides marketing material for your campaigns, data analysis and insightful reports on the results, in addition to supporting you with copywriting. No more dull apps that nobody downloads or events that nobody signs up for. Typically, we increase engagement by a minimum of 60% compared to traditional methods, at 20% of the cost.

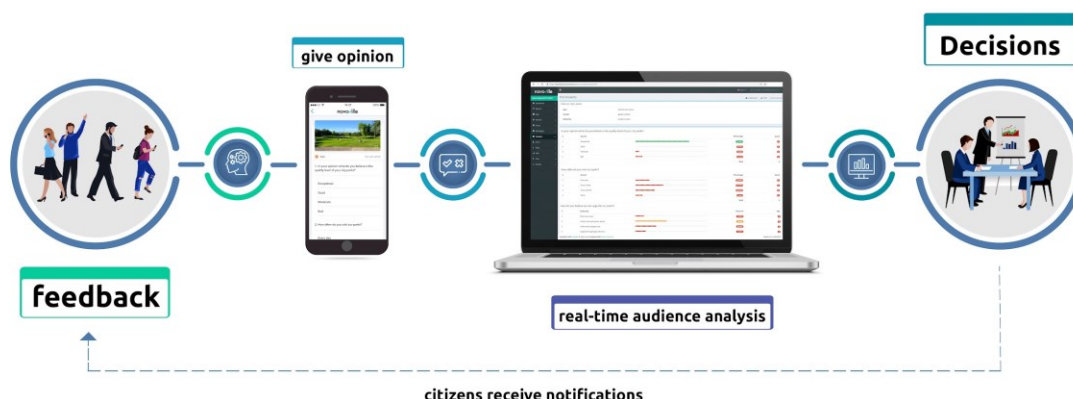
This package includes the following modules:

- Omni-comms Messaging
- Campaign Manager
- Smart Mobile Polls
- Interactive Chatbot Consultations
- Reputation Management

This family of modules helps local authorities to manage their outreach, deploy their consultations and measure their online reputation. Our tools are designed to

communicate the good stories generated by authorities in order to facilitate engagement with citizens on the channels that they use on a daily basis.

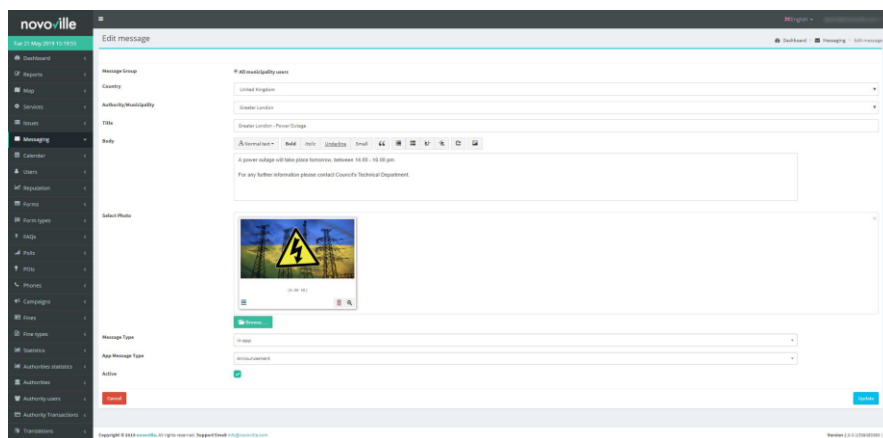
Surveys & Consultations



Omni-comms toolbox

Novoville messaging tools demystify the process of reaching citizens on their preferred medium. With only a few clicks, authorities can reach citizens across multiple channels, including SMS, push notifications, emails, in-app messages and social media posts.

The system automatically detects the preferred, cheaper and available interface to contact a person. It also converts the message to fit the specifications of each channel, e.g. an announcement sent by SMS should be conveyed differently than in an email or a push notification.



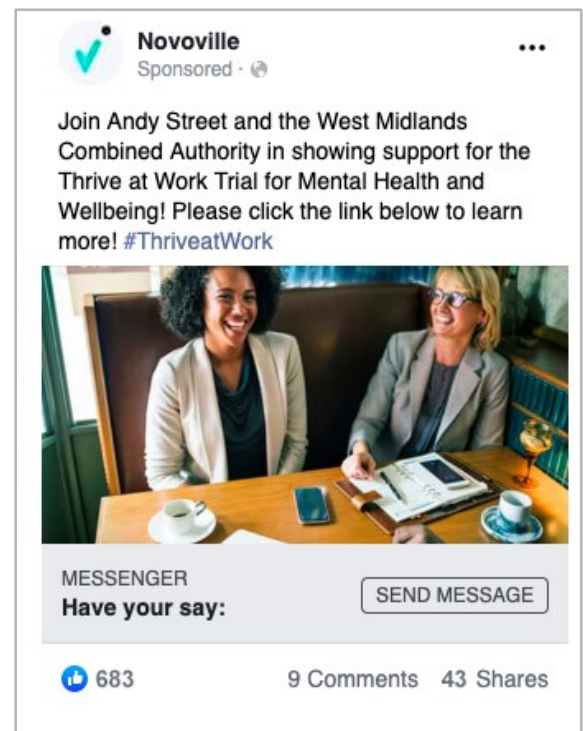
Messages can be created on the Novoville dashboard and shared with the target audience instantly — without the need to create different drafts for each channel or hire communication professionals. By contacting citizens using their preferred medium, local governments can significantly enhance the impact, reach and effectiveness of their

communications. Simple tagging of the notifications before they are sent allows citizens to filter them (as announcements, events, emergencies etc.) on their interface.

Campaign manager

The best way to generate as many responses as possible to the consultation is still to advertise on Social Media. Yet creating and managing social media campaigns can often feel like a black art: the sheer number of options makes it difficult to be confident you are spending council resources wisely.

Novoville has worked with social media specialists to design a simplified tool to help you get your message across effectively, without breaking the bank or running the risk of getting it wrong. The Campaign Manager allows authorities to create compelling campaigns for Facebook, Instagram and Twitter in a simple and unified way. Our campaign form allows you to choose your preferred social network, target audience and available budget, upload the desired campaign content (picture and message), and share it with citizens in 2-3 minutes without any technical skills required.



A screenshot of the Novoville web application interface. The top header shows the 'novoville' logo and a user profile. A dark sidebar on the left contains a menu with items like Dashboard, Reports, Map, Services, Issues, Messaging, Calendar, Users, Reputation, Forms, Form types, FAQs, Poles, POIs, Phones, Campaigns, Fines, Fine types, Statistics, Authorities statistics, Authorities, Authority users, Authority Transactions, and Translations. The main content area is titled 'New campaign' and contains a form with fields for Network, Name, Title, Body (with a rich text editor), Select Photo, URL, Locations, Authority/Municipality, Age From, Age To, Start Date, End Date, and Amount. A 'Cancel' button is on the bottom left and a 'Submit' button is on the bottom right. The footer includes copyright information and a version number.

Smart mobile polls

Two-way communication with residents is key to boosting engagement. As part of a good communication strategy, authorities need to leverage new effective methods / approaches for reaching out to residents and businesses.

For effective measurement of people's response to local matters, Local Governments need to harvest the power of push notifications and mobile polls as a means of collecting quick feedback. This is especially useful for topics that can be summarised in up to 10 multiple-choice questions.

Mobile polls can be easily created on the cloud management dashboard and launched on the Novoville mobile app (available to download for free on Google Play and the App Store) or on the Novoville web app. Novoville provides help with the copywriting.

These polls resemble simple announcements, but, instead of conveying text, they contain a handful of questions on a topic that needs immediate feedback. The experience is kicked-off with a push notification, and the data collected populate live statistics that are available both for the users/citizens (on the apps) and the authorities (on the dashboard).

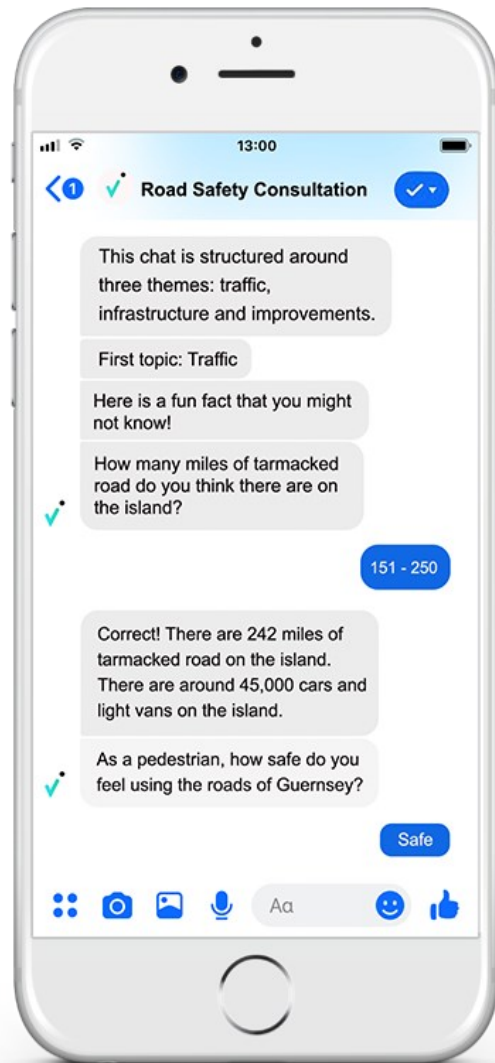
Interactive chatbot consultations

Novoville's Conversational Chatbot allows councils to leverage the reach, value and vast audience of social media and popular chat apps. It can easily be deployed on Facebook Messenger, Twitter, Viber, WhatsApp, etc., and on any website (such as the council's, or its partners'), allowing residents to give their opinion on important local matters in the same way they would chat to a friend.

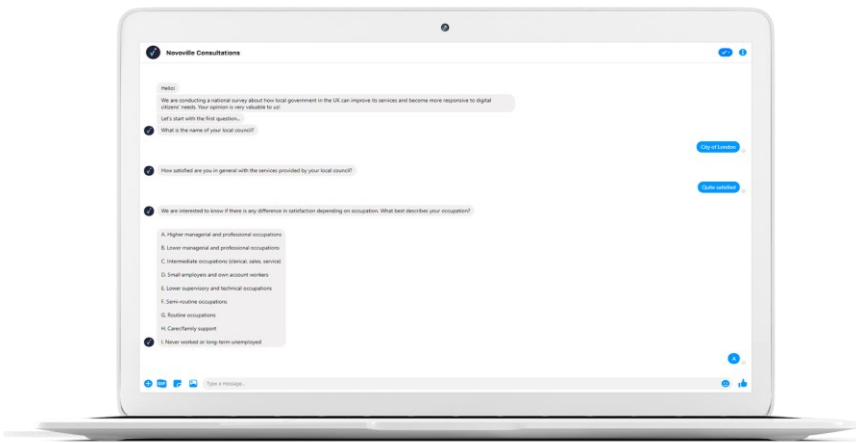
Interactive Consultations via chatbot are designed to allow residents to express their views confidentially and anonymously, and are a proven method of collecting enhanced resident feedback and increasing civic engagement. Our customers are gaining 200% more traction at 20% of the cost, compared with traditional consultation methods.

Residents are targeted and reached through social media (e.g. Facebook, Instagram, Twitter), using engaging sponsored ads created by Novoville for the council. Novoville can also create online and print ads for publication in various media in order to raise awareness about the consultation, linking to it via a simple URL or QR code. This way, councils spread the message quickly through multiple channels, driving even more participation to the consultation.

The Novoville team also provides support with copywriting for the consultation's script. Consultations can include both closed (single choice) and open (free text) questions to solicit individuals' feedback. When the script is finalised, the consultation is launched from the Novoville dashboard without requiring any IT-trained or technical staff.



Typically, consultations remain active for two to three weeks. A week after launching an interactive consultation, it is relaunched with a new ad graphic to generate more traction. Once the consultation is closed, the findings are compiled into a comprehensive report ready for presentation that includes both quantitative data and a qualitative assessment.



Quantitative data includes demographic information and statistics/graphs for each response. On top of this, we use advanced semantic and sentiment analysis to sort through and classify thousands of “free text” answers in minutes (where a human would have taken days).

The report provides customers with a full analysis of findings, including charts, quotes and recommendations on next steps. This helps council employees save time analysing results and providing management with the data required to make more confident and impactful decisions.

Once the consultation is over, local authorities have the ability to go back to the respondents in order to share the consultation’s results with them or request additional feedback. This provides a great opportunity for councils to establish a more recurring form of dialogue with residents, as well as promoting transparency about decisions taken following consultations.

All data obtained by consultations is hosted on cloud infrastructure (AWS) using UK data centres. This comes with GDPR compliance out-of-the-box, and guarantees maximum security and high privacy-compliance standards.

Novoville’s Interactive Consultations via chatbot are available as a one-off investment to assess the value of the approach or as a Software-as-a-Service (SaaS) platform with subscription packages ranging from months to years.

When a council signs up for a single interactive consultation, Novoville staff will use the

dashboard to configure and launch the first consultation on behalf of the council, and then deliver its report. We typically launch interactive consultations within 48 hours of appointment.

Reputation management

The Novoville Reputation Management module delivers vital insights to your organisation regarding citizen views.

Monitoring conversations, mentions and trends across social media (Facebook, Instagram, Twitter, YouTube) and news sites helps local authorities understand what citizens say about them in real time. Gaining visibility of your organisation's online reputation straight on the Novoville dashboard allows you to respond in a timely manner, build relationships, and optimise the services offered to citizens.

Monitoring is offered as a timeline of mentions, tag clouds and statistics originating from users and text. Councils can quickly spot a trend and potentially answer to influencers about a specific topic.

The screenshot displays the Novoville Reputation Management dashboard. The interface includes a sidebar with navigation options like Dashboard, Reports, Map, Services, Issues, Messaging, Calendar, Users, Reputation, Forms, Form types, FAQs, Pairs, POIs, Phones, Campaigns, Fines, Fine types, Statistics, Authorities statistics, Authorities, Authority users, Authority Transactions, and Translations. The main content area shows a 'Reputation' overview with statistics: 13481 posts, 5828 users, and 157376257 reach on Twitter. Below this, there's a 'Filters' section with a 'Select municipality' dropdown. The 'Posts List' section shows a table of posts with columns for Date, Source, Author, Post text, and Post place. The table lists various posts from sources like Newsblogs, Drone Fairs, Digital Threat, Aila, and OpenDataLab, covering topics such as smart cities, security attacks, and innovation. At the bottom, there are sections for 'Tag Cloud' and 'Timeline'.

Date	Source	Author	Post text	Post place
Tue 23 Sep 2018 00:00:00	Twitter	IEEE Smart Cities	#ICW18: Ke Heng and Peishuai Li's article, Software-Defined Inhab-of-Neat: A Fully Distributed Framework...	
Tue 23 Sep 2018 00:00:00	Newsblogs		How ICS Security Attacks Can Cripple Smart Cities... more	
Tue 23 Sep 2018 00:00:00	Twitter	Drone Fairs	What is the latest way to control a drone? - Government Technology https://t.co/1Q6EIPG4As #dronefairs...	Washington
Tue 23 Sep 2018 00:00:00	Twitter	Digital Threat	How ICS Security Attacks Can Cripple Smart Cities https://t.co/1Q6EIPG4As #dronefairs... more	
Tue 23 Sep 2018 00:00:00	Twitter	Aila	This is amazing! Thank you @viation for empowering dreamers to be doers through innovative technology... more	
Tue 23 Sep 2018 00:00:00	Twitter	Simona rens	#StephenDraham highlights the current approach of Remotely piloted aircraft by "social vision" L...	Land Berlin
Tue 23 Sep 2018 00:00:00	Twitter	OpenDataLab	TODAY! We are attending @InnovationLabWorld in Singapore! Please stop by our booth to chat about it... more	Estado de Haverhae
Tue 23 Sep 2018 00:00:00	Twitter	HUG	We need no more technical but rather more social visions of future cities, #StephenDraham claims. O...	Land Berlin
Tue 23 Sep 2018 00:00:00	Twitter	#SmartCity	ABI Sees Wireless Carrier Smart City Opportunity of \$7.8 Billion by 2023 - Telecomspeter (blog) Int...	New Delhi
Tue 23 Sep 2018 00:00:00	Twitter	kn-i	Building a smart city infrastructure: the key role of APIs and microservices - https://t.co/Boq0fEd... more	United Kingdom of Great Britain and Northern Ireland

e-Payments



Process and manage online payments on any device with complete peace of mind. Allow citizens to pay for bills, permits, parking fines, events and public transport fares using any credit or debit card, Apple Pay, Google Pay and Paypal. Reduce audit complexity and facilitate crowdfunding in order to increase donation and community initiatives (e.g. adult social care, charities etc). All this is accessible from any of the Novoville interfaces: over the phone, on any website, on mobile apps and chatbots.

e-Payments includes the following modules:

- Bills & Permits
- Transport & Event Tickets
- Parking Fines, Permits & Penalty Charge Notices

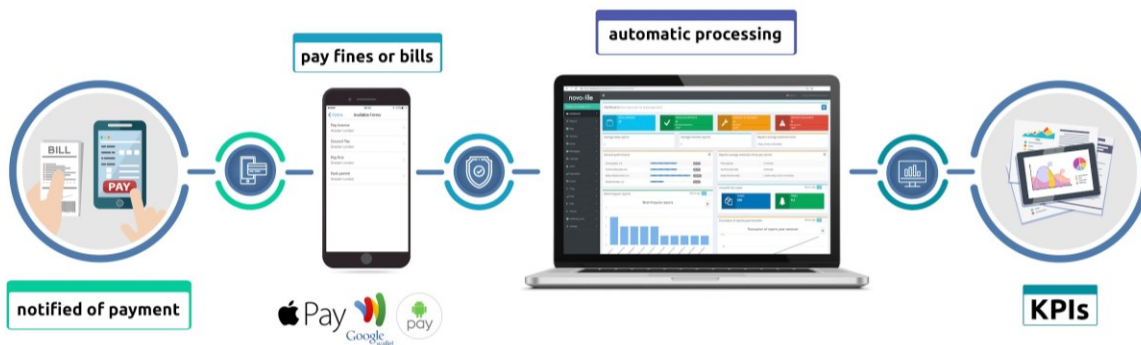
Bills & Permits

In Europe, the UK is the leading adopter of mobile payments, with the number of UK mobile payment users expected to grow from 11.2 million to 13.9 million between 2021 and 2025.

This package can be deployed for any service that requires a monetary transaction between a local authority and a citizen. Payment options are available in the Novoville drop-in UI that pops up seamlessly in the relevant module. Novoville AI ensures that users are automatically notified of the payment and processing stages without using operators' time.

It is possible to tailor the payment system using current form structures for a seamless integration (e.g. address, council tax id, etc.). Automatic workflows can be set up, thus saving time, making financial reporting easier while minimising integration costs. With Novoville Payments, our current clientele is saving ~£4.80 per transaction (for invoicing and processing), resulting in an average saving of £500,000 per year for a medium-sized council.

Receive Payments



Transport & Event Tickets

Through the Novoville platform, local authorities can provide online ticketing services to support cultural or charity events, or issue mobility tickets. Authorities can create and manage their offering in the management dashboard which can then be accessed by consumers on multiple digital channels (mobile, web, chatbots).

This eliminates the need for people to carry cash or wait in line to buy a ticket, while account-based ticketing eliminates the need to buy a ticket entirely (charging is based on usage).

By adopting the Novoville ticketing system, authorities and operators are able to reduce the cost of fare collection, increase data insights and rapidly deploy innovation to their organisations.

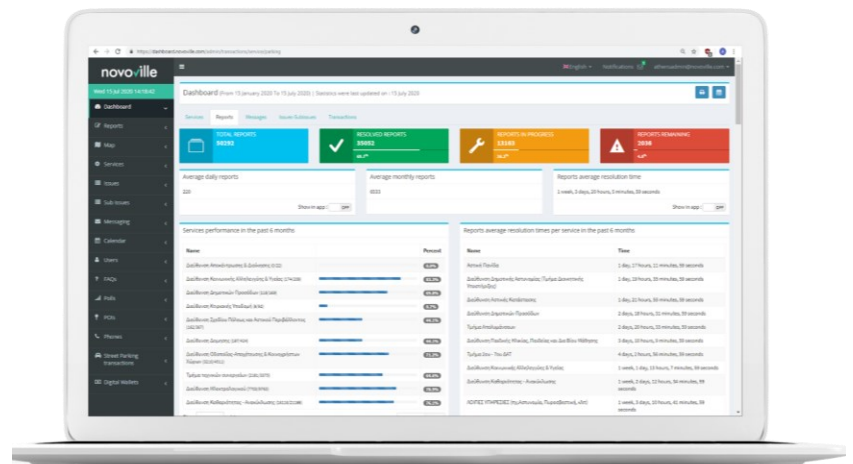
Novoville e-Payments is a robust solution with an extensive feature set, ensuring adoption at scale by local authorities. It allows staff to manage tariffs, check live sales data, issue entitlements and concessions, access revenue and usage reports, etc.

Parking Fines, Permits & Penalty Charge Notices

Motorists can use the same Novoville interfaces to pay for parking in their locality. This includes permits, fines and Penalty Charge Notices, right from their mobile device — quickly, easily and securely. This doesn't just save motorists time and hassle; authorities recover revenue faster by preventing late payments.

Cloud-based Management Dashboard

The Novoville dashboard provides real-time visibility of organisational performance, allowing local authorities to make data-driven decisions. Having a snapshot of the entire Novoville platform, including live requests, payments, workflows, communications, consultations and KPIs, takes the stress out of management and promotes transparency. The visualisation of stats and insights enables accurate, instant and dynamic reporting to the rest of the organisation.



The management dashboard provides data on all activities where Novoville provides a front end, whether you're using legacy applications, your website or a Novoville application.

The Novoville dashboard allows council employees to have access to the functions that are relevant to their role. Citizen requests arrive directly and in real time to the assigned employee. As requests get resolved, citizens are automatically notified.

Through the Novoville dashboard, authorities can make important data and KPIs available to citizens, boosting transparency and engagement, and making governance more inclusive.

The dashboard is hosted on the cloud, therefore, it only requires a web browser to operate. This means no infrastructure or maintenance costs and minimal implementation time.

Citizen Interfaces

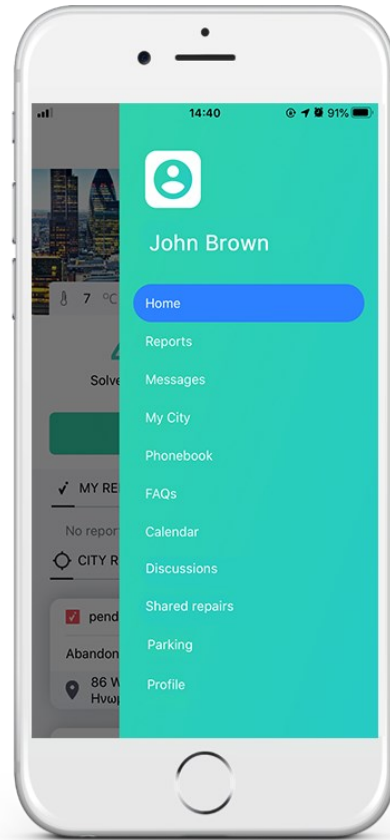
The product comes with multiple interfaces so as to allow citizens to use the one they prefer. These interfaces allow access to all of the Novoville modules and are offered for free to citizens to download and use. These are:

Mobile App

The app allows access to local government services from a smartphone. Citizens can quickly access all the services offered by the Novoville modules that the authority is using. Alternatively, the mobile app can serve as a frontend to 3rd party services that Novoville integrates with.

Citizens can report everyday issues, apply for permits, make payments or express their opinion from one app across different councils. With Novoville, any updates on the progress of their request are immediately received on their phone in the form of push notifications and short messages.

Data created using the mobile app are seamlessly transferred between interfaces.

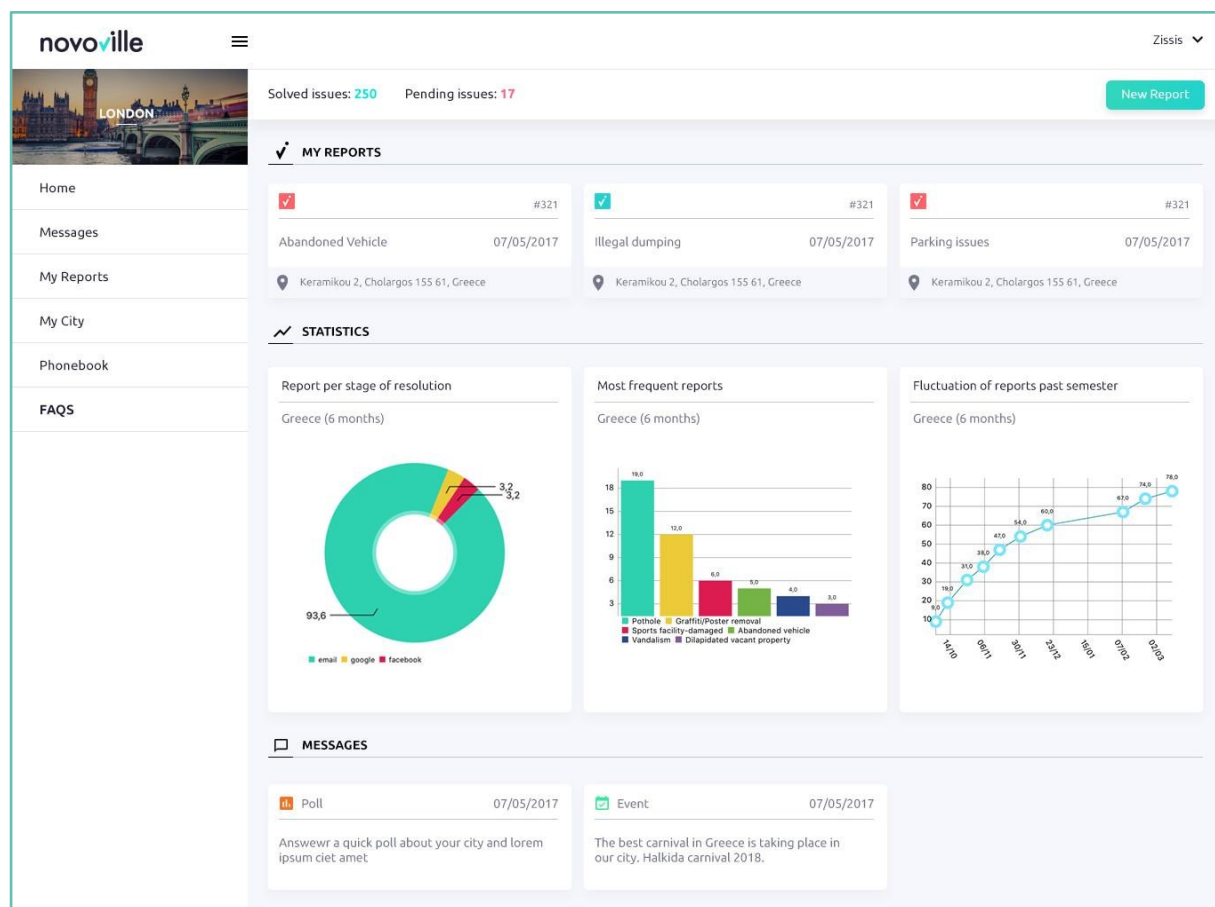


Web App

The web app allows access to local government services from any website.

Citizens can quickly access all the services offered by Novoville modules that the authority is using. Alternatively, the mobile app can serve as a frontend to 3rd party services that Novoville integrates with.

Integration of the Novoville web app is a breeze. Using two lines of code, councils get a sticky button that follows the user on all the pages of the council website. Clicking on it reveals the full Novoville experience with all of the supported services. The same button can be installed in local news sites in order to enhance the reach of the local council and the set of digital services it provides.



Citizens can report everyday issues, apply for permits, make payments or express their opinion from one app across different councils. With Novoville, any updates on the progress of their request are immediately received on their phone in the form of push notifications and short messages.

Data created using the web app are seamlessly transferred between interfaces.

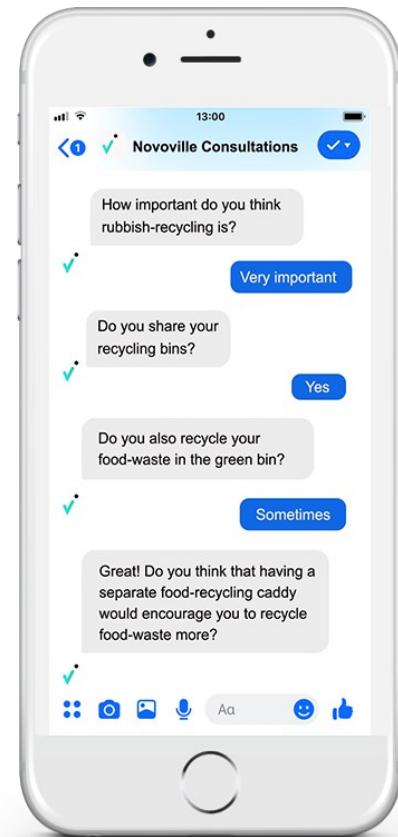
Chatbot

The chatbot allows access to “consultational” type of services for local governments. A Novoville chatbot is available for most popular chat applications (Facebook Messenger, Whatsapp, Slack, Viber etc.) and as a custom chat interface that can be installed on any website.

Chatbots are a simple, cost-effective way to gather valuable feedback from citizens and drive civic engagement by providing a good user experience. It works with the Novoville chatbot consultations module to provide real-time collection of people’s opinions.

The chatbot also supports access to the Novoville FAQ module. Citizens use the same chat applications (or web chat) to get answers to FAQs that the authority has populated on the Novoville dashboard.

The two modules (consultations and FAQs) work interchangeably to offer a natural conversational experience to citizens through the Novoville chatbot by answering questions and collecting feedback.



Conversational Interfaces

Today citizens progressively use conversational AI assistants to find information about FAQs. Novoville allows authorities to be at the front-end of developments by allowing citizens to access content from the FAQ module through Amazon Alexa or Google Assistant. For example, the citizen simply asks “Alexa what do I need to do to get a parking permit” and our system converts the text from the FAQs to a verbal response.

Project Scope

Novoville has designed a three-step process to successfully launch and support the platform at each new Local Government. The goal is to deliver immediate results (in 2-3 months) and drastically reduce implementation time. This process consists of the following:

1. Exploration & Requirements Analysis Phase
2. Integration & Launch phase
3. Support

This approach results in a deep understanding of the needs of the Local Government and its citizens, and draws upon our expertise in successful implementations in over 70 Councils across Europe. This adds to our deep understanding of behavioural economics, to deliver exceptional levels of citizen engagement.

Exploration & Requirements Analysis Phase

Typically, this phase lasts up to one month and comprises onsite visits and focus groups with staff as well as citizens.

Key outcomes of this phase include:

- A. research of current behaviours and interactions between the citizen and the Local Government;
- B. a needs-assessment report;
- C. selection of relevant key performance indicators and;
- D. a draft marketing plan to ensure optimised uptake of the platform.

We also provide detailed demonstrations of each of the product modules to ensure that staff members are involved in the design and understand their functionality and potential application.

Integration & Launch Phase

This phase typically takes one month and involves onsite training of all stakeholders.

Novoville is a cloud-based platform that requires only a web browser to operate in a council. The onboarding process is straightforward and at its basic version consists of identifying the following:

1. Workflows: The services/departments and the authority employees (org. chart) for request allocation.
2. Forms: Local Government selects what forms need to be available to citizens.
3. Local Provision (FAQs, POIs, Phones etc): Local Government selects what information needs to be uploaded.
4. Integration: Novoville provides a roadmap to integrate legacy systems with the core product.

Once the product is integrated, Novoville tests the functionality in its own sandbox environment. Once signed off, we conduct a short closed user trial period to test that everything works in the way that the authority expects.

We work with the Local Government press / communications team and key stakeholders during the launch phase to ensure a successful uptake. This includes designing marketing materials and creating sponsored social media/ online ads on behalf of the Local Government. This ensures initial traction and communication of the new digital service delivery details.

Support

Novoville provides a single level of support, which is built into the subscription cost.

It includes an online helpdesk and ticketing system available 24/7, as well as telephone support during business hours (9am-5pm, Monday to Friday, except UK Bank Holidays).

On-call support will respond to critical availability issues outside of standard business hours. Our support SLA is included in the terms of service document.

Our helpdesk is staffed with dedicated support engineers, with system admins and other technical experts becoming involved to resolve support issues as necessary.

Each Local Authority has a designated account manager and will receive dedicated support for any issue.

For further details please follow the Terms of Services section.

Confidentiality Statement

The information contained in this document is confidential, privileged, and only for the information of the intended recipient and may not be used, published, or redistributed without the prior written consent of Novoville Limited.

Company Details

Novoville Limited

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The logo for Novoville, featuring the word "novoville" in a dark blue, sans-serif font. The letter "v" is stylized with a teal-colored checkmark shape integrated into it.

Powerful Cities, Empowered Citizens