



Neo Technology Local Government & Case Management Platform



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Service Overview

The Neo Technology Local Government Case Management Platform is a secure, configurable Software as a Service (SaaS) solution designed to support councils in managing complex, high-volume, multi-service casework through a single, case-led operational framework.

Local authorities are required to manage a wide and constantly evolving range of statutory, regulatory, citizen-facing, and internal cases. These cases frequently span multiple services, require coordinated responses, and must be handled in a way that is auditable, compliant, and visible across the organisation. The platform is designed to meet this need by enabling councils to manage all case activity through one configurable case framework, rather than relying on fragmented, service-specific systems.

The platform supports 80+ local government case types through a single, configurable case framework.

Dedicated Service Area Coverage

The platform provides **explicit, visible, and configurable coverage** across the full range of local government services. Each service area is supported through configurable case types, workflows, rules, evidence requirements, SLAs, and reporting—while remaining part of the same underlying case framework.

Customer Contact & General Enquiries

Supports high-volume citizen contact, enquiries, triage, routing, and resolution across multiple channels, providing a single point of visibility for customer interactions.

Housing & Homelessness

Supports housing advice, homelessness prevention, statutory homelessness processes, tenancy-related casework, and cross-service coordination.

Adult Social Care

Enables case-led management of assessments, safeguarding, reviews, and ongoing care coordination, supporting statutory duties and assurance requirements.

Children's Services

Supports early help, safeguarding, looked-after children, and statutory casework with structured workflows, evidence handling, and reporting.

Environmental Health

Manages complaints, inspections, investigations, and enforcement activity with full audit trails and compliance reporting.

Planning & Building Control

Supports planning and building control case tracking, consultations, site activity, decisions, and supporting documentation.

Revenues & Benefits

Manages council tax, business rates, benefits-related casework, and associated customer enquiries.

Highways, Transport & Public Realm

Supports casework related to highways, transport issues, street lighting, pavements, and public infrastructure.

Waste, Recycling & Street Services

Manages missed collections, fly-tipping, service requests, inspections, and follow-up actions.

Licensing & Regulatory

Supports licensing applications, renewals, compliance, investigations, and regulatory decision-making.

Community Safety & Enforcement

Manages ASB, enforcement actions, investigations, compliance cases, and inter-agency coordination.

Education & SEND

Supports education-related casework, SEND coordination, statutory reviews, and evidence management.

Estates, Assets & Facilities

Enables case-led management of council-owned estates, assets, facilities issues, maintenance, and compliance.

Finance, Procurement & Commercial

Supports internal casework related to procurement processes, supplier issues, financial queries, and commercial activity.

IT, Digital & Data

Manages IT service requests, incidents, access requests, digital delivery casework, and data-related processes.

Corporate Governance & Strategy

Supports member enquiries, complaints, audits, corporate actions, transformation programmes, and strategic casework.

Configurable Platform Capabilities

The platform provides a **highly configurable case management capability** that can be adapted across services without code changes, allowing councils to respond to policy, regulatory, and organisational change.

Case Framework and Workflow

- Configurable case types, workflows, and lifecycle stages
- Business rules and decision logic aligned to service policy
- Task management, dependencies, and milestone tracking
- SLA definition, monitoring, and automated escalation

Evidence, Assurance, and Audit

- Secure document and evidence management
- Full audit trails capturing actions, decisions, and changes
- Time-stamped records supporting statutory and regulatory compliance
- Management and assurance reporting

Engagement and Collaboration

- Customer portals for citizen self-service, updates, and evidence submission
- Colleague portals supporting cross-service working
- Contractor and partner access with controlled permissions

Integration and Interoperability

- Integration with existing council systems including CRM, finance, GIS, document management, and line-of-business applications
- API-based connectivity for data exchange
- Ability to coexist with specialist systems rather than replace them

Outcomes and Benefits

The platform is designed to deliver **clear, measurable outcomes** across local

government operations.

Councils using the platform benefit from:

- Reduced siloed systems by consolidating multiple services into one case framework
- Improved regulatory readiness through consistent workflows, audit trails, and reporting
- Faster citizen response enabled by structured processes and SLA management
- Cross-service visibility allowing leaders to understand demand, risk, and performance across the organisation
- Greater organisational resilience during change, transformation, or service redesign

Platform Summary

The Neo Technology Local Government Case Management Platform enables councils to manage complex, multi-service casework at scale through a single, configurable SaaS platform.

It supports statutory delivery, regulatory compliance, internal governance, and citizen engagement across the full breadth of local government activity—while remaining flexible enough to support future services and operating models.

Supports 80+ local government case types through a single, configurable case framework.