



Rob De Felice

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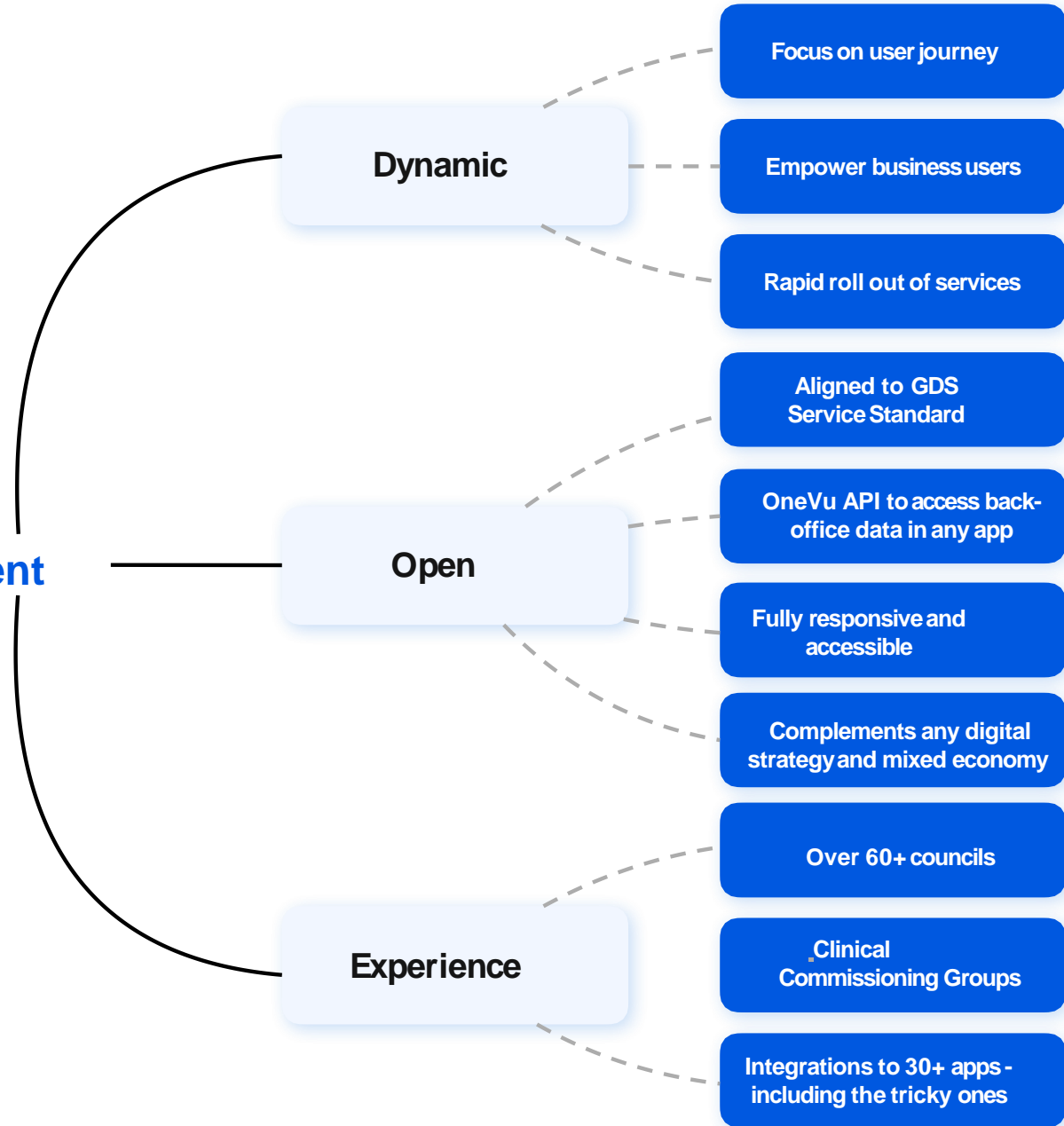
- SME in Cheshire
- Founded in 2006
- Consistent Company Growth Year on Year
- 60+ Public Sector Clients
Councils and NHS CCGs
- 32 Members of Staff
- Microsoft Gold Partner
Former Global Microsoft Partner of the Year

#WeDoTricky



IEG4

What makes us **different**





OneVu – Self-Service portal single-sign on

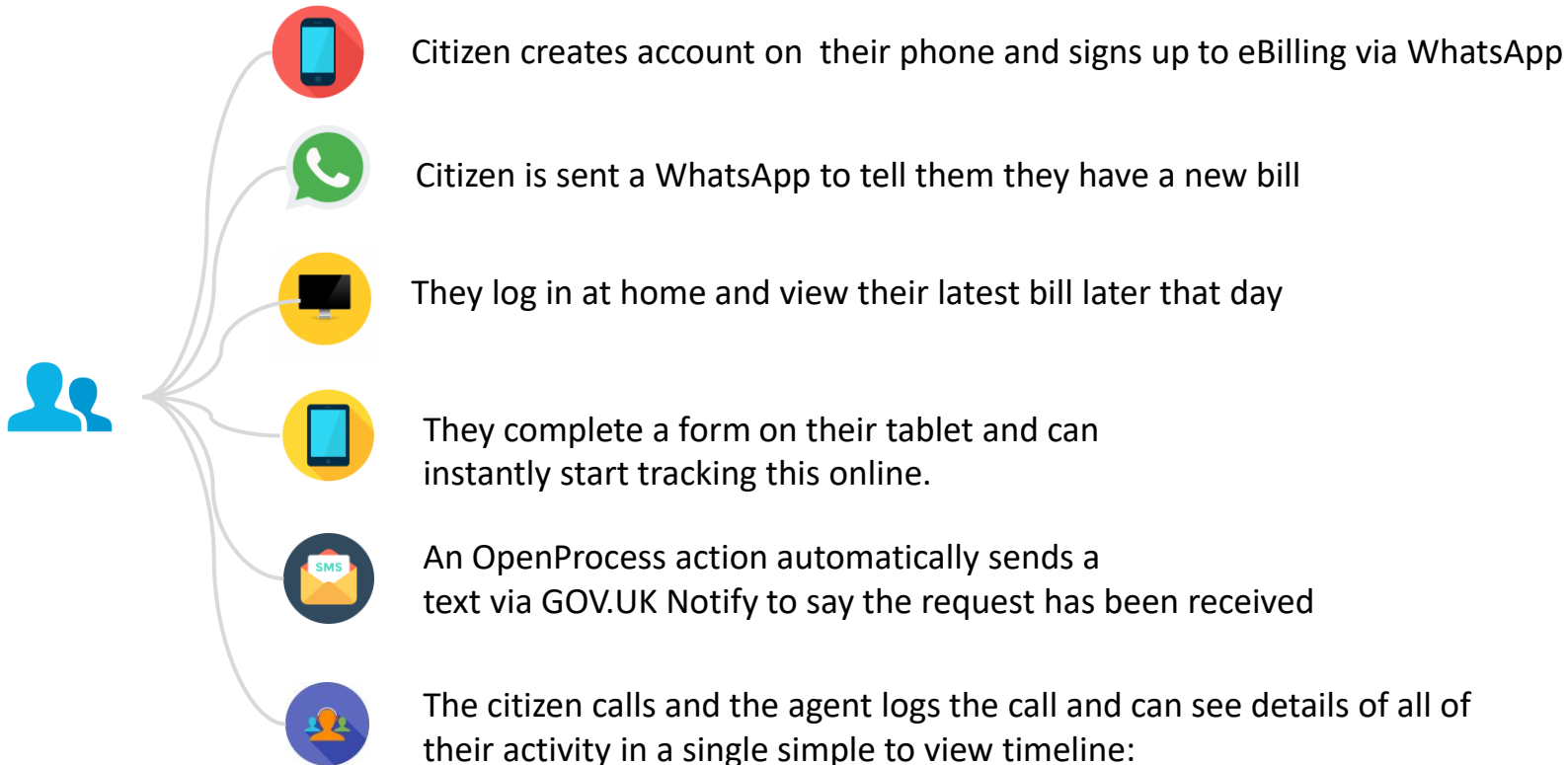
- OneVu - single place where citizens, businesses and partners access council services in a consistent & coherent way
- Seamless integration to back-office systems in 'real-time' utilising vendor APIs
- Single Sign-On to 3rd party portals using industry standard protocols e.g. OAuth and Open ID
- Social Media access along with traditional e-mail / password access
- OneVu also offers a unique sign-up process using Mobile Tel No only

Single view of the 'COUNCIL'

The image displays two views of the Lambeth mylambeth website. The top view is a desktop browser window showing the 'Sign-in' page. It features a header with the Lambeth logo and 'mylambeth' text. The main content area includes a sign-in form with fields for 'Enter your email...' and 'Fill in your password...', a purple 'Sign-in' button, and links for 'Forgot password?' and 'Or register for an account using your:'. Below this, there are social media login options for Microsoft, Facebook, and Google. The bottom view is a mobile phone screen showing the 'Get answers fast' page. It features a header with the Lambeth logo and 'mylambeth' text. The main content area includes a 'Get answers fast' heading, a sub-heading 'Personalised information about you and our services', and a 'Choose a service' section with several service cards: 'HOUSING BENEFIT', 'REGISTER OFFICE SERVICES', 'WASTE AND RECYCLING', 'LIBRARIES', 'COUNCIL TAX', and 'BUSINESS RATES'. A navigation bar at the bottom of the mobile view includes a 'Get answers fast' button and links for 'Submit a request', 'Track my requests', 'Your profile', and 'Hello Rob DeFelice'.



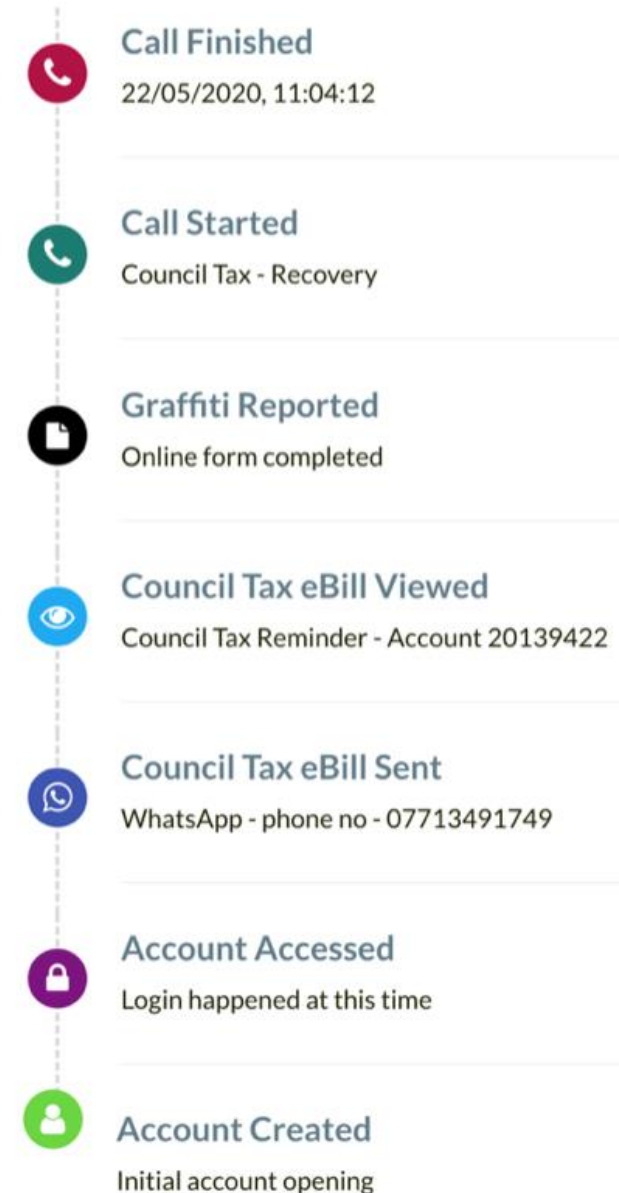
A cohesive and seamless omnichannel experience



Single view of the 'CUSTOMER'

Your Timeline

View and edit your profile details

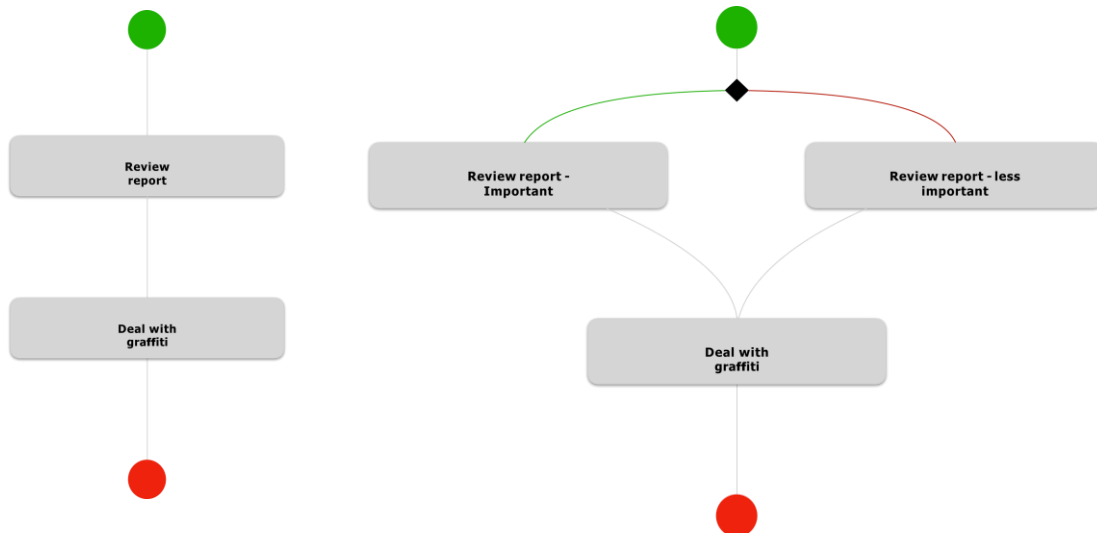




Open Process

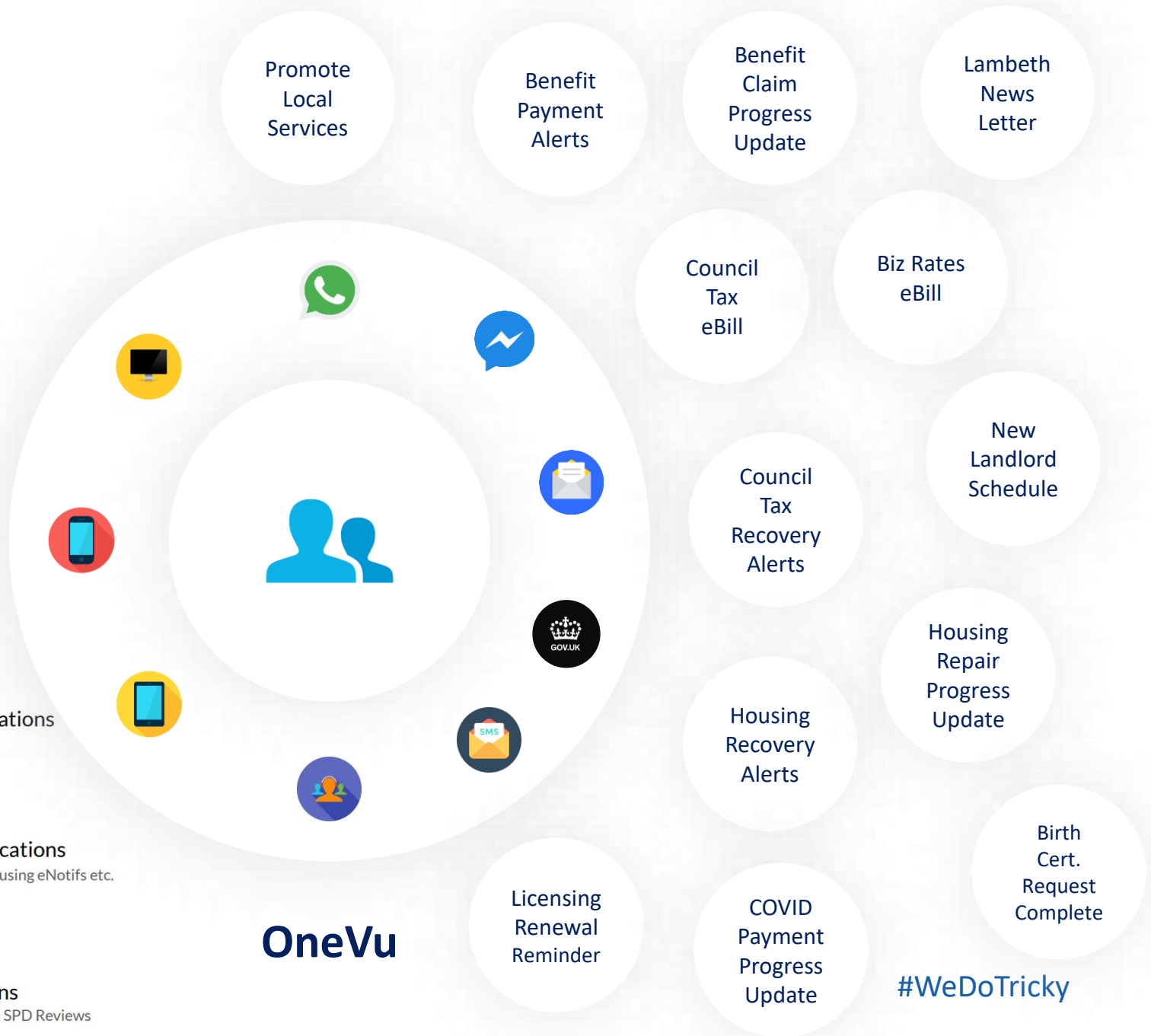
IEG4's powerful workflow & case management platform - OpenProcess

- Business User focused – ‘low code’ rapid application development
- Easy and intuitive process flows & decision trees (Flex)
- User / roles / permissions to manage access and views
- Microsoft Power BI – reporting dashboards
- ‘Real-time’ bi-directional communications
- Open Process APIs supports 3rd party systems access





Messaging Support



Broadcast Is three things

- 1** Generic, citizen opted into, notifications
News, events and more
- 2** Dynamic, citizen opted into, notifications
Benefit eNotifications, Council Tax eBilling, Housing eNotifs etc.
- 3** Ad hoc, service driven, notifications
Arrears Alerts, Pro-active recovery reminders, SPD Reviews



LOCAL GOV

CENTRAL GOV

HEALTH



WITHINGS



#WeDoTricky



Our focus working in partnership with our customers 'Step Change' – Data & Place

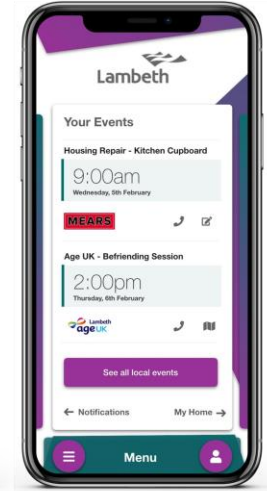
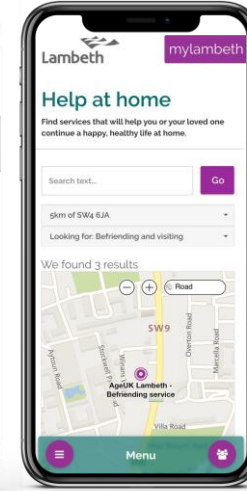
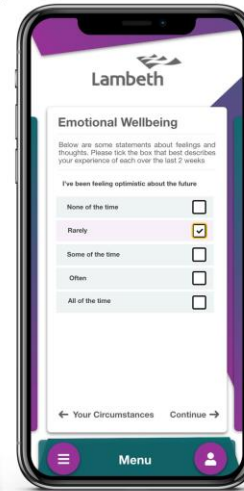
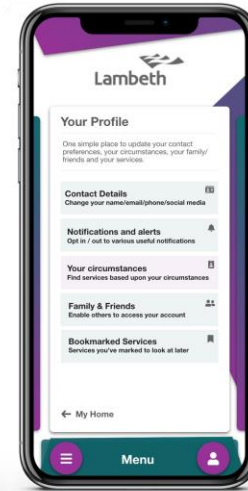
- Delivering a holistic view for citizens – embracing 'My Home' & 'My Community'
- Community based services including: Health & Wellbeing & My Area & Social Prescribing
- Integrating localised directory of services and mapping – Data Stores e.g. London (LOTI)
- Further AI & ML innovation to help refine and deliver customer focussed solutions
- Adult social care – incorporating relationship with CCG's – driving early intervention



My Home



My Community



Your Area

Welcome, to Your Area.

Find out about your home, services close to your home, events and matters like planning in your area.



Your Home



Local Services



Events



Around You

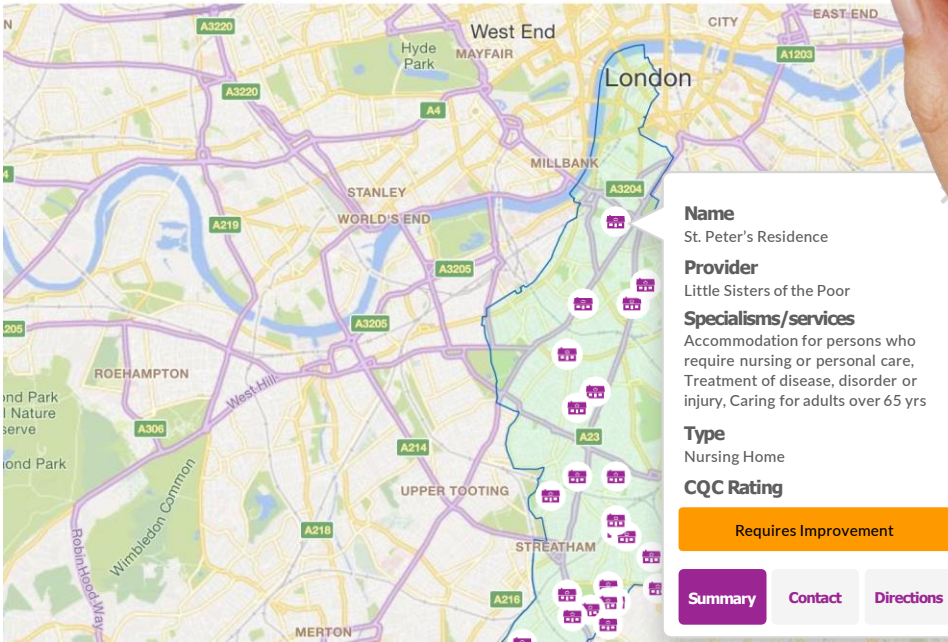
35 Brailsford Road, London, SW2 2TB

Is where you live and the details below relate to this property.

Change this

Support **Health/Care** Education Getting Around Leisure Parking Points of interest

Care Homes GPs Hospitals Pharmacists Optometrists Dentists



Name
St. Peter's Residence

Provider
Little Sisters of the Poor

Specialisms/services
Accommodation for persons who require nursing or personal care, Treatment of disease, disorder or injury, Caring for adults over 65 yrs

Type
Nursing Home


CQC Rating
Requires Improvement

Summary **Contact** **Directions**


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Around You

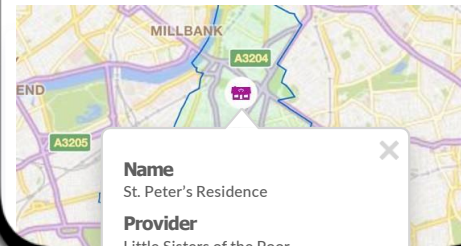
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Thank you for listening
Q&A Session
#CitizensFirst

Connect with us:



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