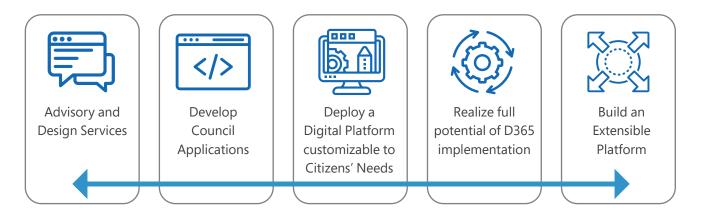




#### Microland eCitizen's Accelerator

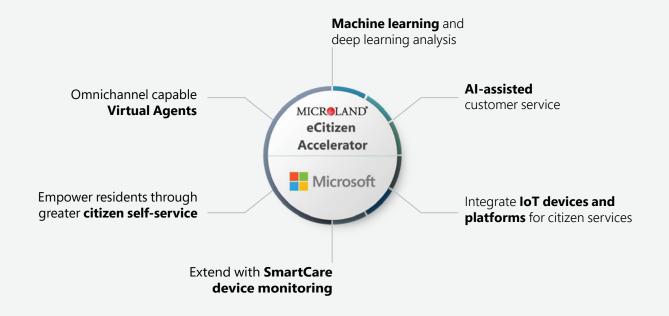


The Microland eCitizen's Accelerator is a comprehensive solution that pivots on D365 to address the needs and challenges of local authorities in providing Citizen Services. It is an integrated multi-channel platform with powerful automation, workflow, and integration at its core, directly supporting multiple digital touchpoints. It has an intuitive and responsive digital service portal for citizen enquiries, applications, and payments. With security and compliance at its core, the solution provides a Citizen Contact Center built on D365 to help engage with council workers and residents.



We will secure the councils' data through migrating on-premise data to laaS and PaaS based solutions on Azure public clouds. We will meet current and future citizen service demands through continually developing our digital citizen platform in offering further digital services such as adult social care.

# Imperatives for Digital Transformation of Citizen Services



### Key Differentiators of the Microland eCitizen Accelerator



#### **Award Winning Solution**

Microland's eCitizen Accelerator was the finalist at the Microsoft Government Partner of the Year 2021



#### **Integrated SLA monitoring**

Digital accelerator SLAs integrated with Digital Citizen Portal for citizen visibility



#### Rapid time-to-deploy

With 100+ service areas and 200+ automated business processes



#### Rapid time-to-enhance

Upgrade Digital Citizen Platform via low-code/no-code app development



#### Rapid time-to-integrate

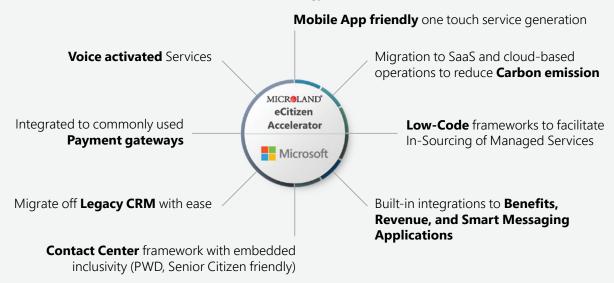
Proprietary integrations to SharePoint and third-party gateways

# We aim to become the trusted digital partner for local authorities in the UK

Our GDS-aligned digital service design consultancy, with our service catalogue of over 200 automated processes, will enable better digital citizen services that improve customer experience and reduce cost. Through our partnership with Microsoft, we plan to accelerate digital transformation through re-factoring, re-architecting, and fork-lifting applications to Azure public and private clouds.

Here is our value proposition for digitization of citizen services:

Leverage low-code apps, AI models, and process automation to deliver transformative technology for Citizens and Council Staff.



# UK Council Success Story – Digitization of Public Services for Ealing Council

# Need for Digital

Achieve 'a connected place and smarter services for residents, visitors and business'

- Promote **channel shift** (using economic channels to deliver services) and reduce avoidable contact
- Have clarity of data recover debt and identify frauds
- Transform, modernize business processes leveraging task automations
- Consolidate activities and reduce running costs

## The Solution

- Online portal for citizens and businesses to access various Council services, via web and mobile
- Staff CRM system to process customer requests, interact with customers, and get a single view of a customer's interactions
- ✓ **50%** reduction in turnaround time
- ✓ Ops cost reduction by 30%
- ✓ 100% enhanced user experience through Digital Application Process
- ✓ **360°** view of customers

### **About Microland**

Microland is "Making digital happen" – allowing technology to do more and intrude less. Our automation-led approach to application services enables clients to fully exploit modern application platforms and architecture. Microlanders throughout the world ensure this embrace of digital brilliance is predictable, reliable, and stable.

Incorporated in 1989 and headquartered in Bengaluru, India, Microland has more than 4,500 digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East, and North America.

For more information visit www.microland.com or email us at info@microland.com

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