



# Low-code for Local Government: A Faster Way to do Digital Transformation

## Deploy new web and mobile applications to colleagues and citizens in weeks

### How you benefit:

#### Roll out new digital services in weeks

We build fast and iterate quickly, so you can deploy new applications in weeks, for any platform.

#### Free up budget and resources

Digitised processes minimise handling time and manual work, reducing costs and freeing up people.

#### Deliver a smooth customer experience

We ensure the new processes map to your customer journey, so you deliver a great experience.

#### Increase the rate of digital channel shift

Easy-to-use self-service applications nudge more people to go digital, saving time and costs.

#### Improve citizen customer satisfaction

We enable faster processing of requests, with automated notifications so everyone knows what's happening.

#### Keep track of use with real-time reporting

Built-in reporting lets you keep track of the performance and usage of your digital service.

### Deploy new digital services faster

When it comes to digital transformation, local authorities don't have the luxury of time or budget. COVID-19 has changed the way we live and work, paving the way for customer-facing and internal processes to be digitalised to better support the community.

More generally, digitalisation can vastly reduce operational costs, improve the quality of service delivery, and free up talented council staff to tackle the biggest challenges affecting the community.

But with so much to do, it can be tough to know where to start. That's where Roc Technologies can help – with rapid process automation that lets you deploy new digital services faster, for lower costs and improved service delivery.

### How it works

Roc Technologies combines two core disciplines to digitalise your key processes fast:



#### Process discovery

With Roc, there's no lengthy requirements-gathering stage. Instead, our business process experts quickly get under the skin of the processes you're looking to automate, recommending improvements and managing the associated business change.



#### Low-code design and build

Our design-focused developers use a low-code platform (Netcall Liberty Create) and an agile development approach to build a rapid prototype of the new service – often in just a couple of days. We then work iteratively with you to build functionality until it's ready to roll out to users.

Throughout, we work with you to ensure the new service meets your needs and aligns with your IT infrastructure and governance.

## About Netcall Liberty Create

Netcall Liberty Create is a platform that lets Roc Technologies' developers create applications based on pre-defined building blocks, rather than coding everything from scratch. It means we can build applications and services much faster, tailoring them to your requirements by writing the additional functionality you need. Low-code has the potential to be at least 10 times faster than traditional development methods – with IT industry analyst Gartner predicting it will be responsible for 65% of all application development activity by 2024.

## Go digital even faster with Netcall Citizen Hub Accelerators

The Netcall Citizen Hub offers 35+ pre-built applications for common Local Government processes, enabling you to further accelerate your digital transformation. As the first accredited Citizen Hub delivery partner, Roc Technologies can help your council roll out key digital processes fast, including issuing blue badges; registering births, marriages and deaths; and handling bulky waste requests.

## Low-code automates processes in just 10 days at Croydon Council

When the COVID-19 lockdown was enforced, Croydon Council realised that Netcall Liberty Create could help it support the community through the crisis. In just 10 days, it built key features like single staff sign-in, enabling registered council workers to gain access to all apps on the council platform. Other new processes built with Liberty Create included integrations with Power BI for dashboards and GOV.UK Notify for sending text messages, and data extraction from the council's finance system.



## About Roc Technologies

Roc Technologies is a UK headquartered digital transformation services provider with specialisms in business process automation and rapid application development using Low-code. Our Business Process Management and Optimisation service helps commercial and public sector organisations create positive, tangible business outcomes from process change.

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## Take the next step in your digital transformation today

Whether you're thinking about automating a single process, transforming a single service or implementing a council-wide digital transformation, we can help. Contact us today to request a no-obligation chat with a Roc Technologies local government specialist. You can email us at [marketing2@roctechnologies.com](mailto:marketing2@roctechnologies.com).

