Idox. Do more.

idox

Idox Built Environment

Step into the cloud.

Idox Built Environment is a suite of secure, cloud-based solutions that deliver end-to-end integration and automation of processes, driving efficient case management for a better customer experience.

Secure cloud solutions for the Built Environment

At Idox, we help you step into the cloud. We deliver secure, agile solutions that leave outdated legacy systems behind. We invest in the latest technology for all areas related to the Built Environment, while our deep domain expertise in this area informs everything we do. We have worked with local government for over 30 years and many ex-government staff have joined us in our product and delivery teams. So our digital solutions are designed to answer your specific requirements, based on an exceptionally detailed understanding of how local authorities work. We know that budgets are tight and by streamlining your functionality and workflows, we can boost productivity while saving you money. Working collaboratively, we will build a relationship based on trust and we are here to support you, now and in the future.

- Planning
- Building control
- Land charges
- Gazetteer management
- Street naming and numbering

Full mobile capability
Idox cloud solutions can mobilise your workforce, empowering officers to work anywhere, any time and on any device. Access to case records on the move improves accuracy and significantly reduces administration time with the elimination of re-keying activities.

Lower cost of ownership
Our fully hosted and managed platform removes the requirement for costly on-premise IT infrastructure. With comprehensive support and maintenance services in place, council IT departments are free to focus on vital project work.

End-to-end integration
Our comprehensive cloud solution enables integration with third party platforms at all stages of the service delivery process. Achieved via intuitive API technology, the system can push and pull information from a variety of external sources, including consultation responses, premise registrations and many more.

Automated processes
Automation, reduced data entry and simplification of processes all help to accelerate service delivery. Configurable workflows with embedded automation of tasks enable councils to tailor their solution to suit specific processes and ways of working, whilst facilitating faster processing times.

Regulatory compliance
Our track record of working with local government means that we instinctively understand the highly complex rules, regulations and legislative requirements involved. You will have the peace of mind that comes with knowing that our software is compliant; is updated regularly in line with legislative requirements; and is backed by a team who fully understand the law in this area.

Fully scalable
Our secure cloud platform supports collaboration and can be applied to a single local authority or scaled to accommodate complex shared service arrangements. Idox have a strong track record of enabling shared service solutions with data segregation as required.

Improved citizen experience
Elevate the customer experience with digital services, available to citizens 24/7. Our easy-to-use citizen portals provide a seamless digital experience with applications and requests submitted online and secure, integrated e-payment facilities. By removing paper-based applications, you will deliver a more convenient and sustainable service to your citizens and business owners.

Custom dashboards and reporting
Intuitive and customisable dashboards facilitate quick analysis, monitoring and control of case workload by department managers. Officer dashboards provide fast access and at-a-glance information with easy links to full case records. Complex reports can be created easily and the resulting data utilised to drive process improvements.

Digital transformation with Idox: a customer success story

Idox cloud solutions help you streamline your processes to deliver vital citizen services with greater efficiency, right through from inception to resolution. Our agile software has enabled local authorities to accurately quantify savings and return on investment – and one success story is that of South Thames Gateway (STG) Building Control.

Driving forward productivity

STG Building Control made the decision to invest in our Building Control Solution in 2013, resulting in a substantial increase in productivity. Using our cloud-based, mobile-ready solution, they were able to focus on the need to drive efficiency through the entire process of their service provision. Their ability to access 'real time' data in the field has led to significant improvements in time management, reducing the cost and commitment of constant travelling and creating a healthy work–life balance for their team.

STG's digital transformation helped them achieve:

- 79% saving on administrator's time
- 50% reduction in accommodation costs
- 39% saving on the management of incoming emails
- 25% increase in user productivity
- elimination of paper-based processes (in progress)

"A forward-thinking organisation which demonstrated a 'can-do' attitude in delivering a product that fulfilled our brief for 'real-time' mobile working, improved customer interface and accurate management information, to deliver improved service delivery and build resilience into an expanding service."

Janine Boughton, Managing Director
South Thames Gateway (STG) Building Control

"The Idox Built Environment solution was attractive to us as it is fully web-based and accessible on any device, empowering our Officers to work freely regardless of location or proximity to the office. The adoption of the system will help our Council reduce the burden of administrative tasks, reduce the use of paper, promote smarter working methods, drastically improve communications with customers, whilst enabling us to provide modern and flexible services to our customers."

Liverpool City Council

"It offers a truly digital, hosted and fully managed solution. It will enable us to implement agile working in ways that we had previously only dreamed of. The integrated portal technology will enable us to transform the way we operate reducing the admin burden, eliminate paper and most importantly deliver the best possible service to our customers."

London Borough of Waltham Forest

Call us now on **0333 011 1200** or email **marketing@idoxgroup.com** to find out more about Idox's solutions.