

# WEST DUNBARTONSHIRE COUNCIL

## Report by Chief Executive

Corporate Services Committee : 28 June 2006

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**Subject: Contact Centre Proposal**

### **1. Purpose of Report**

- 1.1** The purpose of this report is to seek Committee approval for the purchase of GT-X client and Contact Centre configuration along with Licences, Work Management and Contact Management Professional Services Costs to implement a Contact Centre solution for West Dunbartonshire Council.

### **2. Background**

- 2.1** Members will be aware that West Dunbartonshire Council has entered into a development partnership with Graham Technology to develop One Stop Shop technology using GT-X software. The Council initially got involved with Graham Technology because the partnership working arrangement which they offered allowed us to obtain and develop the technology at a substantially reduced cost. Without this reduced cost the technology would have been too expensive for the Council to implement.
- 2.2** The One Stop Shop application provides a front line enquiry service for Council Tax, Housing Benefits, Housing Allocation, Rental Accounting and Housing Repairs. The application is based on Graham Technology's GT-X product suite and utilises the GT Process Portal Component.
- 2.3** ICT & Business Development staff have been trained on the software and are working with Graham Technology to further develop the solution.
- 2.4** West Dunbartonshire investigated other options for Contact Centre solutions. The results of these investigation indicated that some other Councils had implemented Contact Centre services without integrating services. These Councils have set up teams to deal with specific enquires rather than have the enquiry dealt directly at the one point of contact.
- 2.5** Some Councils have indicated that they have paid in excess of £1,000,000 to implement Contact Centre Services and require to pay third party suppliers for each additional further process.

**2.6** West Dunbartonshire Council has been contacted by a number of other English and Scottish Local Authorities who are very interested in the Graham Technology solution.

### **3. Main Issues**

**3.1** The ability to enhance or extend existing business processes is preserved, and these upgraded processes can be used as the basis for a Contact Centre. In addition, new business processes can be implemented within the Contact Centre.

**3.2** The knowledge and skills to develop the Contact Centre processes will be retained within West Dunbartonshire Council.

**3.3** The primary focus of the Contact Centre deployment will be to introduce Contact Management, Work Management, and Measurement and Reporting. User Entitlement and Management. The ability to define teams, roles and responsibilities would be incorporated within the Contact Centre.

**3.4** The Graham Technology solution provides a platform that may be extended to incorporate future requirements such as self-service facilities, mobile clients, telephony integration and other client departments.

**3.5** This partnership supports the aims and objectives of delivering high quality best value services for the Council and allows the Council to meet the requirements of the Transformational Government Agenda.

**3.6** The Scottish Executive is currently holding a consultation on shared services among Scottish public bodies. This strategy has been developed as part of the Efficient Government Initiative to encourage more efficient and customer focused support services. One of the support functions identified as part of this strategy is Information and Communications Technology. Our continued involvement with Graham Technology ties in with this Shared Services approach by allowing other public bodies to benefit from the work we are doing and facilitating, the possibility for joint working among Councils in the future.

**3.7** The Council would have full control of the software to develop the Contact Centre services to meet the future needs of the Council, albeit Graham Technology would be available for consultancy as required.

### **4. Personnel Issues**

**4.1** There are a number of resource issues that require to be resolved for the staffing of the Contact Centre. Personnel will advise on the selection criteria taking into consideration departmental

requirements. Staffing would require to be funded from existing departmental staffing budgets.

## **5. Financial Implications**

- 5.1** In ordinary circumstances the Council would require to tender for the supply of these services. However, it is not necessary in this instance because we have already let a contract to Graham Technology satisfactorily for the initial stage of the project. This contract is the basis for a partnership working arrangement with Graham Technology. If we proceeded to tender for the additional services this would inevitably lead to considerably greater costs. In addition time constraints and availability of MGF monies lend themselves to an early letting of the contract.
- 5.2** Standing Order 50 paragraph (b) states that a tender will not be required where the goods or materials are proprietary articles or services specific to one provider. The GT-X technology is owned and only provided by Graham Technology.
- 5.3** The cost of the additional modules and licences is £169,500 and the costs of the project will be funded from the MGF2 funding, with annual maintenance being funded from ICT & Business Development Licences and Maintenance budget.

## **6. Conclusions**

- 6.1** This report seeks approval to purchase software to develop and implement a Contact Centre solution for West Dunbartonshire Council. This development will assist in addressing the Council's Transformational Government Agenda and should improve efficiency and performance management.

## **7. Recommendation**

- 7.1** Members are asked to agree to the purchase and the funding of additional GT-X services and licences for the development of a Contact Centre service for West Dunbartonshire Council, at a cost no greater than £169,500 which will be funded from the MGF2 capital budget, with annual maintenance being funded from ICT & Business Development Licences and Maintenance revenue budget.

**Tim Huntingford**  
**Chief Executive**

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<b>Ward Affected</b>	All
<b>Appendices:</b>	None
<b>Background Papers:</b>	Transformational Government Update report – CSC 26 <sup>th</sup> April 2006 Transformational Government Development Partnership – CSC 22 <sup>nd</sup> February 2006
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