

# Derby City Council streamlines service delivery across the city's agencies.

Derby City Council | GOVERNMENT  
> CUSTOMER SOLUTION CASE STUDY



*“Having a solution that can work across processes, services and organizations is essential to being able to respond quickly and flexibly to the needs of our citizens and businesses.”*

RAY COWLISHAW, chief executive for Derby City Council



Derby's citizens used to endure long call wait times and multiple transfers to get information and services they needed from the city. Often, citizens would give up and abandon the call. The council responded by streamlining services; and better access to information is delivering measurable improvements in enquiry resolution and significant reductions in the number of abandoned calls.

Derby City Council implemented K2 to pull together information and processes. The council's customer service representatives can have the information they need at their fingertips—regardless of location or department—to handle enquires quickly. The net result is significantly fewer call transfers, improved response times to customers and reduced operational costs.



**LOCATION**  
Derby, UK  
**INDUSTRY**  
Government

**SUMMARY** Derby City Council measurably increased customer service and process efficiencies by creating a strategic technology framework that leverages K2 for building and delivering services across departments and agencies.

### Problem

Before the K2-based solution, Derby City Council leveraged a number of discrete technologies and paper-based processes to meet the varying business needs of its departments and agencies. Customers were forced to speak with multiple people to get information or request services. Often customers abandoned calls before reaching a customer service representative, and the various systems used were expensive to integrate and maintain.

### Solution

K2 was a key component in Derby City Council's strategic information technology framework, established to deliver broad-reaching, standardized services across the city's departments and systems. K2 acts as the glue to join these services, which now include customer relationship management, records management, content management, collaboration and mobility.

Derby City Council has improved customer service and significantly reduced costs through solutions built on this framework. Customer service representatives can have access to a 360-degree view of customer information, allowing them the insight and ability to immediately meet customer needs without having

to transfer a caller to another department. Customer call abandonment was reduced from 2,000 calls to 75 since deployed—a 96 percent reduction—and the average time per call was reduced by seven minutes. Remote field team members now have access to real-time information, regardless of location or device. K2's advanced workflow capabilities enable the council to quickly create processes and link systems, so that the city is able to deliver and adapt new solutions in response to changing business needs.

### Benefits

- > Ability to provide a full range of services without transferring calls
- > Reduced call abandonment
- > Reduced call time and improved ability to manage call volume
- > Enterprise-wide audit trail
- > Mobile access to information and processes—regardless of information or device
- > Reduced costs for storing paper-based documents

### Software and services

- > K2 2003
- > Microsoft SharePoint 2003