



Case Study

The Dawn of Electronic Government: A Partnership Approach

One of the most important factors for UK regional authorities is providing local businesses and the wider community with useful and informative public services. To that end Hampshire County Council is on course to deliver two thirds of all such services electronically in 2005 in line with 'Modernizing Government Objectives.'



Innovative use of the Internet, mobile technology and pioneering software

“By embracing an holistic approach in delivering, monitoring and reporting we’re able to offer prompt and efficient services.”

Hampshire County Council, with a population in excess of one and a quarter million, is at the forefront of such moves. The Environment and Highways division is making its services, to both business and domestic users, accessible and convenient. Hampshire is providing 'joined-up-thinking' with its web-based services, public enquiries, highways maintenance and mobile work practices.

Innovative use of the Internet, mobile technology and pioneering software is transforming how individuals and businesses interact with Hampshire. Kevin Fuller, Assistance Chief Engineer Environment & Highways, says: “By embracing an holistic approach in delivering, monitoring and reporting we’re able to offer prompt and efficient services. End user expectations have greatly increased and technology has been key in this transformation of our services and it’s seen as a major part of our future strategy in delivering best value for money.”

The pioneering developments Hampshire have in place, and continue to expand, are possible due to a strategic technology alliance with software specialists Exor. Evidence of this creative partnership is demonstrated by a web-based licensing system for skips.

Ian Skinner, European Pre-Sales Manager for Exor explains Hampshire's approach to the authority's license permit scheme. “While the web may act as the visual portal in providing services, the interesting substance happens behind the scenes. What happens is a business can apply for a license, a government pre-requisite in the UK, when placing skips on the highway. By logging onto Hampshire's website the business user logs a standard set of information such as location and then submits the license application. We then ensure all the functionality of the requirements; the data, the tracking and the actions are all undertaken.”

In Hampshire over five thousand license applications are received each year for skips, of which two thirds are now being handled online, the skip companies have welcomed and embraced the move and its helped their turn around and administration.

Case Study

The implementation has proven successful in reducing paper-based administration, whilst dramatically improving the approval process from a standard five working days to just one as Hampshire are no longer dependant on a cumbersome postal service. The licensing scheme is being deployed into all of Hampshire's licensing requirements. These include Banners, Building Materials, Bunting, Charity Stalls, Christmas Lights, Hanging Baskets and Scaffolding. Other online services are proving popular with the general public including the use of Exor's Public Enquiry Management System.

Fuller further supports Hampshire's approach to delivering electronic services adding: “With the technology partnership between Exor and ourselves we've been able to develop a comprehensive strategy for delivering IT services for the management of the Highway network. We can share a common vision and goal to provide smarter more efficient IT solutions.

“We wanted the general public to be interactive with the department and inform us of any faults or issues on the highway. So with help from Exor's Public Enquiry Management software we can now offer online reporting systems in which the public could report any faults. In the first three months it went live we saw a three hundred percent increase in reports via the web.”

Hampshire is one of the UK's largest users of a Public Enquiry Management System, with over four hundred and fifty users. The public enquiry manager has proved particularly useful at facilitating the recording and handling of transactions. All enquiry reports are automatically directed to an appropriate member of the Environment and Highways department in one of the eleven regional highways units across the county or via XML to neighboring authority such as Havant and Newforest. The member of the public reporting an incident can track the progress of the query.



Case Study

A strategic technology partner of Exor

In full circle Hampshire has not only improved the way it communicates with the general public and business users. It is also technically advanced in its approach to internal IT structures. Hampshire, being a strategic technology partner of Exor, also co-operated extensively in the development a pioneering PDA (Personal Digital Assistant) software suite for a variety of onsite data collection activities.

The site inspectors, those who go out and inspect the road network, are now able to report directly from a remote location. Hampshire benefits from improved accuracy of data collection, improved productivity, effectiveness and efficiency.

Ian Ackerman, Network Engineer, Highway Management, Hampshire County Council commented on the innovative ePAQ (PDA software) solution from Exor: "At Hampshire we recognize the significant efficiency and service delivery benefits of using remote data collection as part of our highway maintenance duties.

"The use of PDA's will allow resources to be focused on inspections rather than administration tasks and with the automated uploading of inspection results we'll also see significant reductions in the number of errors inherent with 'manual' handling of data."

The applications for Exor's technology are endless in providing better public services for Hampshire. The web and other IT projects will continue to expand, adapt and modify to the needs of the organization.

Finally Fuller adds: "For Hampshire the over-riding objective is to engage the public and provide them with a first-rate service. Technology plays an integral part in this. Exor has proven itself as key part of our strategy and has delivered. We see them as a key player in moving our business objectives forward."

"The use of PDA's will allow resources to be focused on inspections rather than administration tasks and with the automated uploading of inspection results we'll also see significant reductions in the number of errors inherent with 'manual' handling of data."



Case Study

About Exor:

Exor Corporation was founded in 1995 and is a global provider of asset management software solutions for network centric infrastructure industries. Exor established its operating base in highways management and is rapidly expanding into other strategic markets including rail, water, power distribution and oil & gas. Based on world-class Oracle technology Exor provides clients with a modular approach to their individual technology needs. Exor Corporation operates worldwide in Europe, North America and Asia/Pacific. Exor systems manage 1,000,000 miles of roads with an asset value in excess of \$75 billion (USD).

www.exorcorp.com

Contact us:

Europe, Middle East & Africa

Exor Corporation
Clifton Heights
Clifton
Bristol, BS8 1EJ
Tel: +44 (0)117 900 6200

North America

Exor Corporation
11350 Random Hills Road
Suite 650
Fairfax
Virginia 22030
Tel: +1 800 391 3967

Asia-Pacific

Exor Corporation
PO Box 31 071
Christchurch
New Zealand
Tel: +64 3 347 4965

e-mail: info@exorcorp.com