



eGovernment Suite

Intelligent Forms

NonStopGov includes a sophisticated eforms engine, allowing rapid development and deployment of page based “wizard style” forms. Using a simple, browser based interface, forms may be developed by non-IT staff within each service unit, thus greatly increasing staff commitment to and ownership of the eGovernment agenda.

NonStopGov forms require no plug-ins and may be accessed through any browser on any device using a low speed connection. Sophisticated integration facilities are provided to connect to back-office processing systems through a variety of methods both during form completion and after form submission.

Integrated Online Payments

NonStopGov provides integrated online payment facilities, allowing real time authorisation of payment card transactions.

Flexible wizard driven configuration facilities allow interaction with the payment service provider (PSP) of your choice, whether this is an external service provider or your own internal payment systems.

Payment facilities are seamlessly integrated with business transactions allowing transaction details to be saved even where payments are declined.

Registered customers may elect to re-use card details from transactions. However, credit card details are **NOT** stored on your database.

Integrated case management facilities allow for further payments to be made subsequent to form submission, as well as for payments to be voided and/or refunded directly from our workflow.

Integrated Online Bookings

NonStopGov provides an integrated booking facility, providing the ability to create online booking resources, allocate them to an availability diary and allowing them to be searched, booked and managed through customer, contact centre and/or officer portals.

Booking facilities are fully integrated with all other facilities in NonStopGov, enabling you to create a truly integrated service to your customers.

Customer Portal

NonStopGov provides your citizens, businesses and councillors with a personalised and accessible self-service facility to:

- Log requests and complete forms
- Make payments
- Book services
- Track case progress and access case files
- Contact case officers
- Collaborate between customers and their representatives

A new facility, currently piloted, will allow customer details to be linked to accounts held in key back-office systems, allowing customers to view account information and conduct transactions through a single electronic identity.

Workflow and Case Management

NonStopGov's workflow facilities allows caseworkers to:

- Access a complete online case file
- Generate letters, emails or SMS at relevant points in the process
- Generate tasks at relevant points in the process
- Complete and record details of tasks within a standard target time
- Record case outcomes
- Respond to correspondence
- Work from home

Business Intelligence

NonStopGov provides an extensive management reporting facility to:

- Analyse trends of any data held
- Analyse and assess performance
- Generate statistics and graphs for publication on intranet and internet
- Drill-down from reports into case files

Systems Integration

NonStopGov provides a comprehensive toolkit and middleware for rapid integration with payment systems, LLPG, GIS, middleware and back-office systems.

All NonStopGov facilities may be deployed using style templates to mirror your public or internal web designs.

NonStopGov

eGovernment Suite

NonStopGov eGovernment Suite is an eGIF compliant citizen relations solution developed exclusively for use in local government to facilitate multi-channel interaction between government bodies, citizens and partner agencies

Used by more than 25 local authorities in Britain, NonStopGov provides an out of the box, integrated citizen relations solution incorporating contact management, online forms, interactive e-bookings, e-payments, case management and business intelligence.

A complete service tree and forms library is available. NonStopGov enhances the user experience through intelligent use of customer profiles and transaction histories.

NonStopGov eGovernment Suite in action

The screenshot displays the NonStopGov Front Office interface. At the top left is the NonStopGov logo, and at the top center is the text "Front Office". On the right, there are three small images showing people interacting with the system, and the text "User: SUPPORT - Logout".

A service tree is visible on the left, with a dropdown menu open showing categories like Resources, Development Services, Revenues, County Council Services, Housing Services, and Operations. The "County Council Services" category is expanded to show sub-categories: Legal Services, Electoral Services, Finance, Democratic Services, and HR.

Below the service tree, customer details for "Mr. Steve Comey" are shown, including address (10092, 77 Greycoat Street, London, SW1 8UU), phone (01665 604895), and mobile (07887 517858). There are links for "Registered Details", "Saved Forms", "Current Cases", "Closed Cases", and "Subscribe to Local Alert".

A table displays case information:

Type	Status	Actions
Social Services Complaint 10059	Stage 1 Closed - Stage 2 complaint until 2004-11-02 Assigned to Assistant Director Received on 06/05/2004	Case details Form details Allow others to view Send Email Add stage 2 complaint

At the bottom, there are links for "Manage your cases here" and "My Saved Forms".

True multi-channel customer management

NonStopGov is truly "multi-channel", providing access to customer details, service requests and forms through a variety of channels and devices.

Requests may be submitted by the customer, by a customer's representative or by authority staff on behalf of the customer. Forms may be started through one channel and completed through another.

Universal Access

NonStopGov

- Is accessible from any modern browser, requiring no client software
- Is licensed per site, NOT per user