Firmstep
easier, better, faster customer service

Firmstep

18 years public sector dedication

20 million+ submissions (cases) per year - 59% online

2,000,000+ citizens with a Self account

30% of Local Government

1 new council every 3 weeks

Made to measure

Autonomous

The Firmstep Platform creates seamless, intuitive public services that drive channel shift

Easy to use. Designed for you. Consistent. Cloud-based. Intelligent. Collaborative.

Our solutions work seamlessly within the platform either individually or together, according to your needs:

Forms

the faster way to create online forms

Self

easy online, self-service access for your citizens

Service

better customer service, every contact, every time

Offline

remote access for service providers

Customer Index

Integrations and Workflow

DIGITAL
TRANSFORMATION

Saving Money

Working together

Firmstep

intergence

AMIDO

Tendring District Council

Journey to date

August 2018

- Platform set up - 30/08/2018

October 2018

- Kick Off meeting – 01/10/2018
- Platform Training – all three blocks completed by 18/10/2018
- Payment Connector – Set up & Handover – 15/10/2018

November 2018 to Date

- Offline Forms, Service and Calendar Bookings
- Development of MyTendring, Garden Waste, Missed Bins and ReportIt for FlyTipping

Work currently under way

Jan & Feb 2019

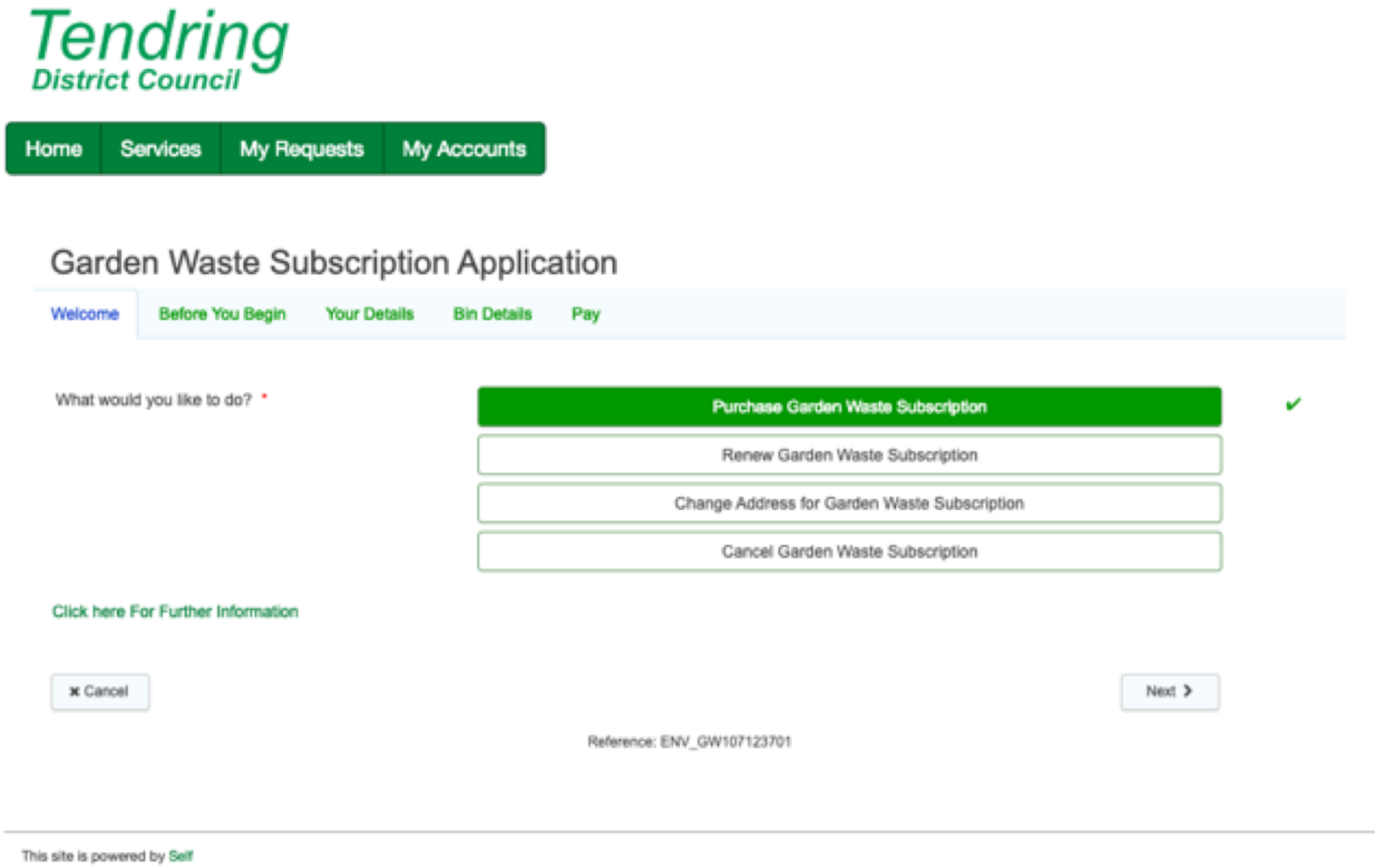
- Support in delivering My Service - Housing Repairs

Planed work for March and April 2019

- My Accounts for:-
- Council Tax
- Housing Benefits
- Rents
- NNDR & Housing Repairs

- Potentially Leisure and Tourism
- Website Design

Work currently under way



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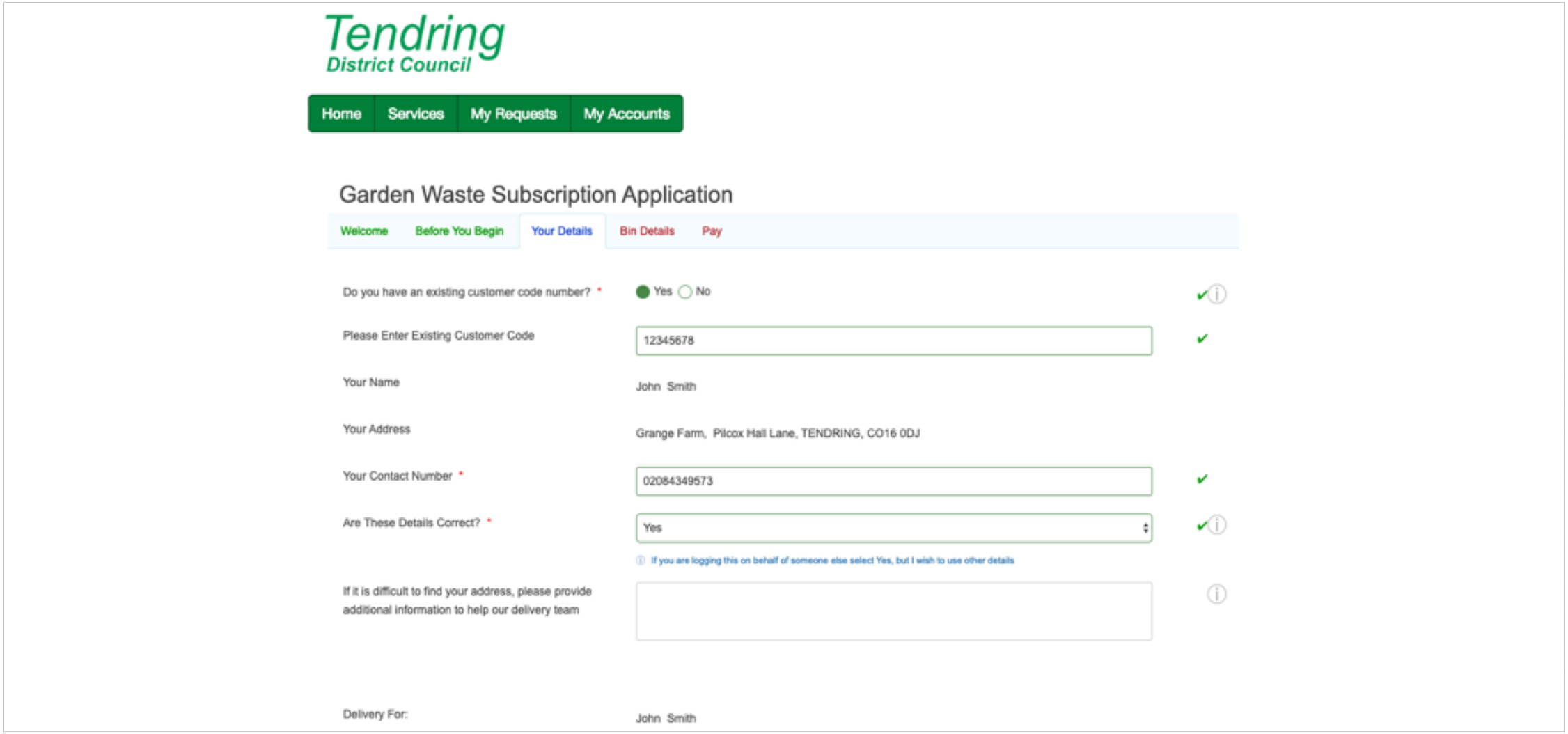

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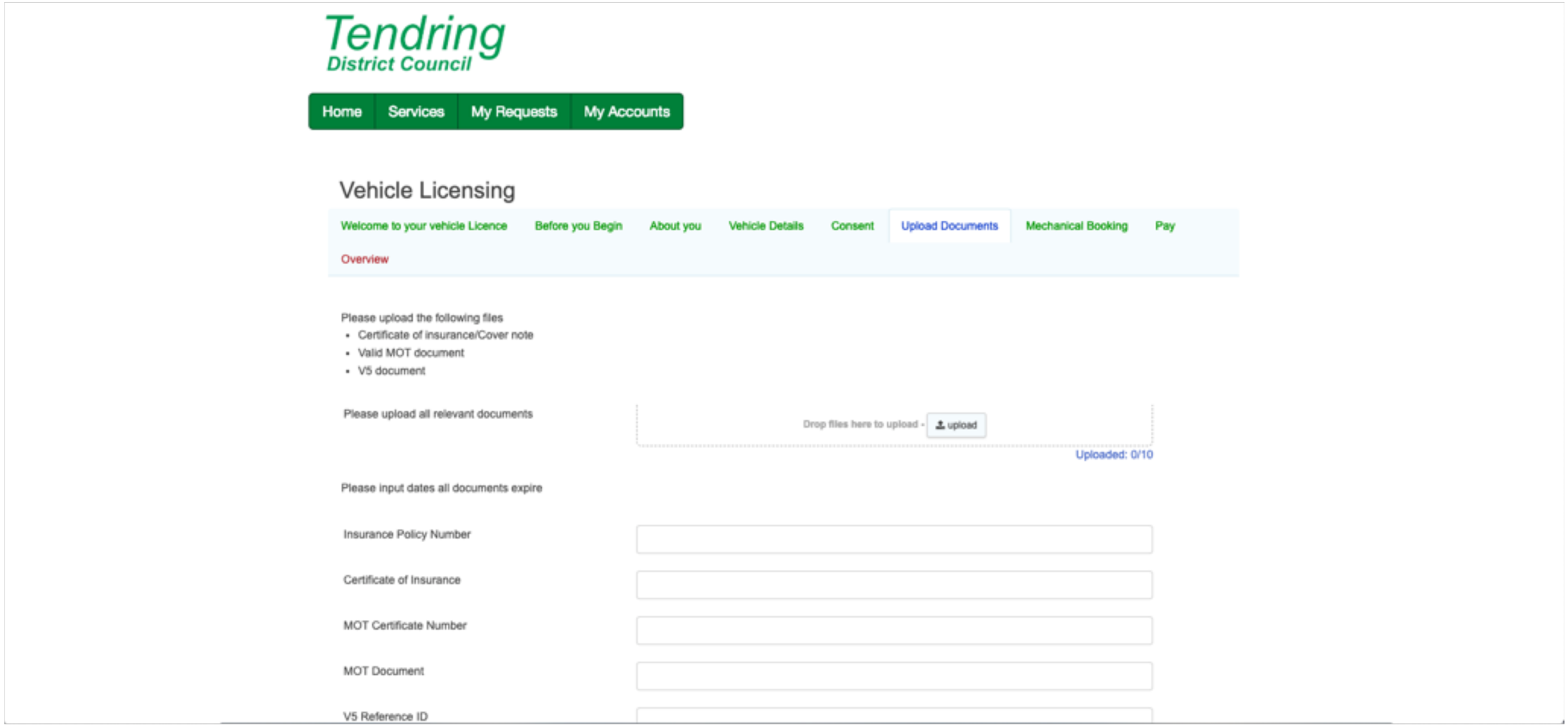


Community

A strong local community in Essex

Tendring District Council

Epping Forest District Council
www.eppingforestdc.gov.uk

Essex County Council

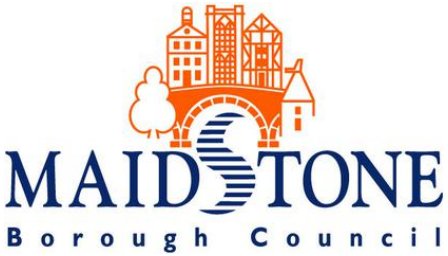
Harlow Council
Working together for Harlow

BRENTWOOD BOROUGH COUNCIL

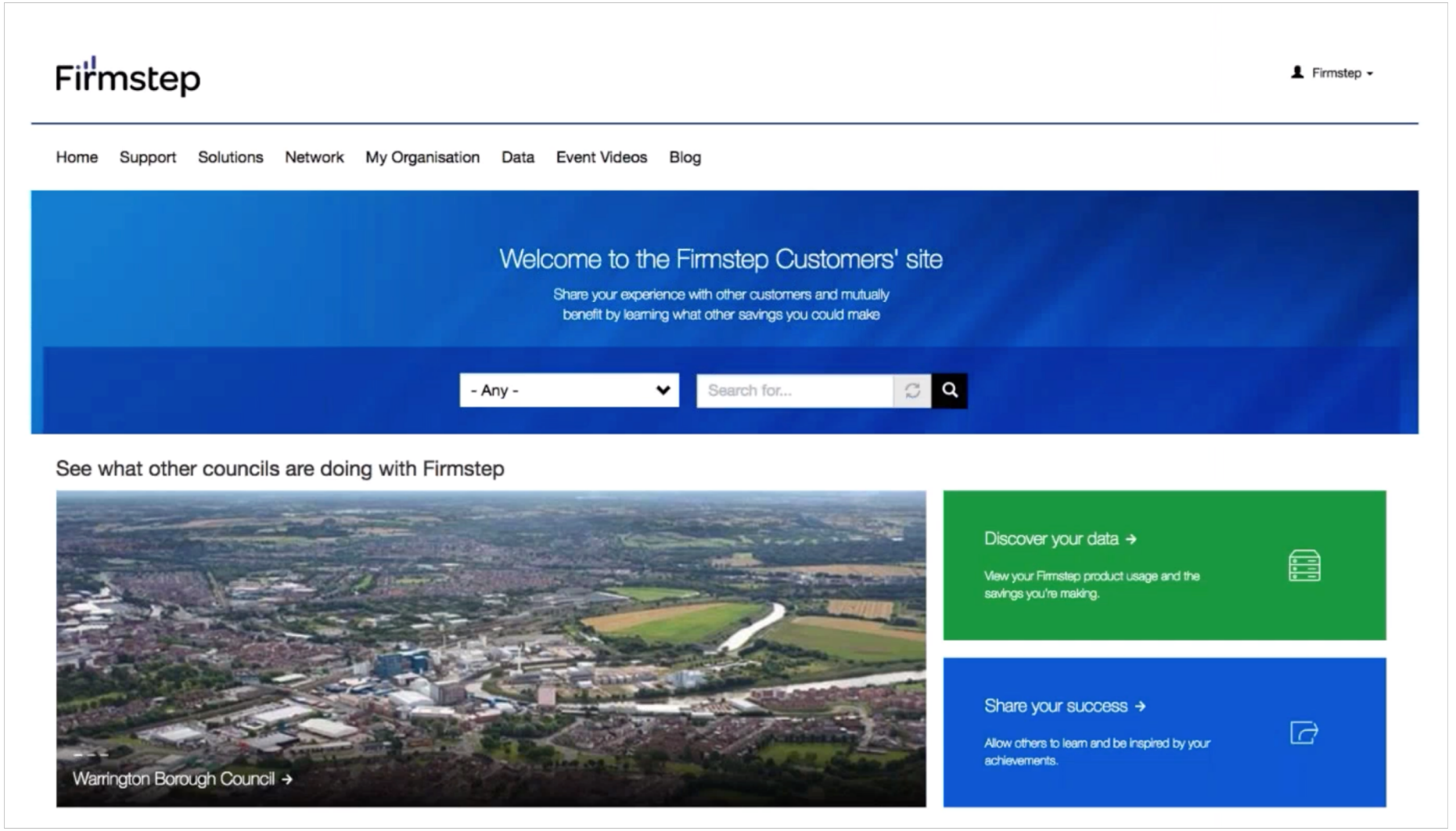
Rochford District Council

A growing community all over the UK

In the last 3 months …



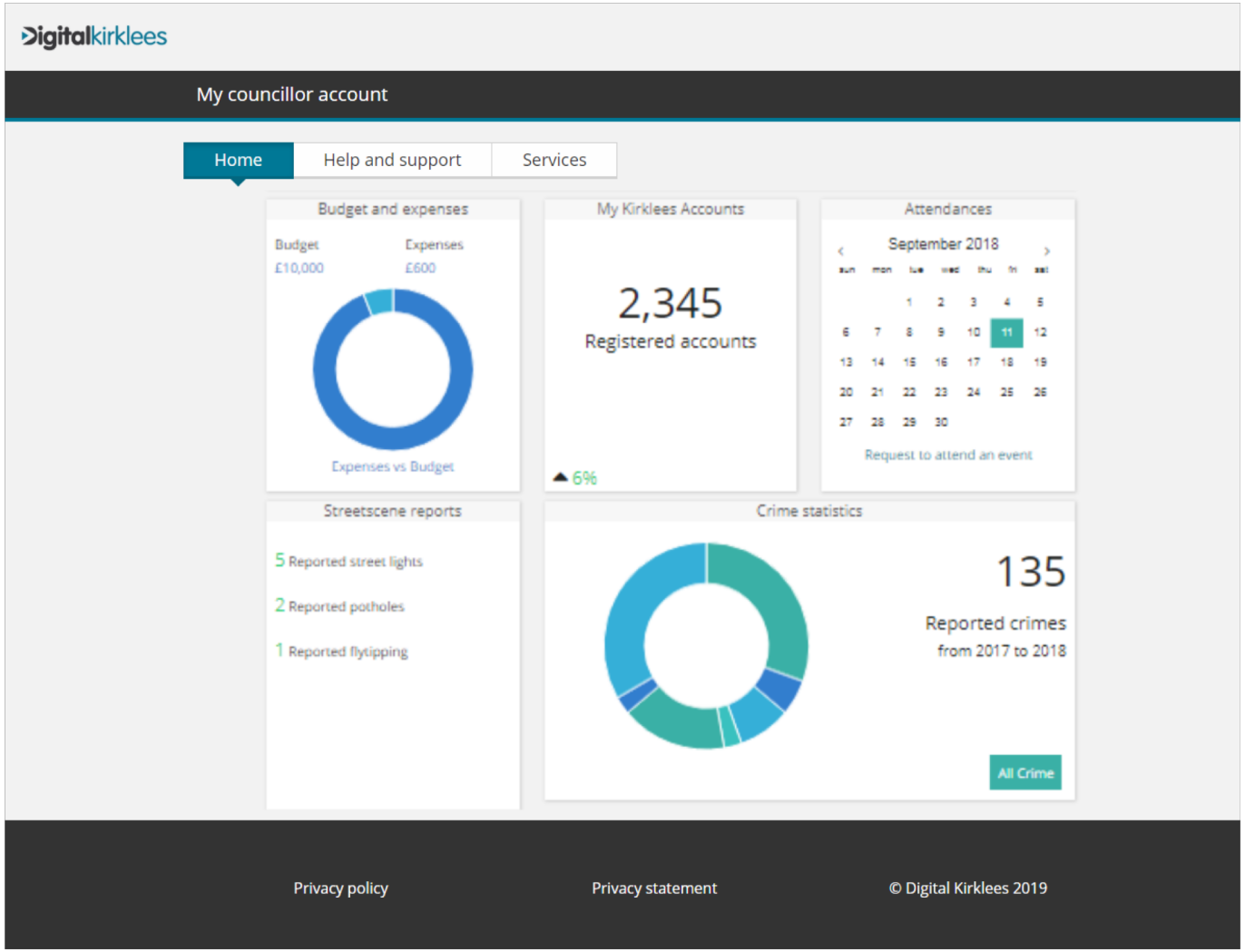
The Customer Network



Innovation

What comes next?

What comes next?



Working in partnership with councils around the UK

“After a thorough examination of the market, Sedgemoor District Council has selected Firmstep for our Digital Platform. We have an ambitious vision for how we will serve our customers, and support our staff with the right tools. Our procurement specification as driven from a challenging set of ‘Digital Capabilities’ which we believe are the re-usable building blocks of our transformation. Firmstep has committed to working with us to co-create new facilities within the Platform. We are looking forward to sharing experiences and successes with the Firmstep Community.

Sedgemoor IN SOMERSET