LOT 2

Software

Cloud Software

ARCUS REGULATORY SERVICES

Service Definition

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Service Description

Service Summary

Arcus Regulatory Services is a flexible and intuitive cloud-based solution for Environmental Health, Trading Standards, Strategic Housing and Licensing teams. Online portals assist in supporting self-service and commercialisation of services agendas. With fully integrated graphic reporting dashboards, the system is mobile by default running on virtually any device.

Features and Benefits

Case management	Focused regulatory activities improving standards, whilst supporting business growth
Automated Workflow and Alerts	Ensures business processes are followed and compliance is managed effectively
Flexible SLAs	Enabling councils to drive operations in controlled and consistent ways
Report and dashboard building	Extensive reporting and dashboard capabilities for all levels of skill
Communication	Effective and efficient communication and knowledge transfer
Mobile by default	Improved user accessibility, users can work anywhere
Collaborate and share	Encourages collaboration and sharing of relevant information
Designed in partnership	Introducing fresh ideas with a new perspective to Regulatory services
Easy to maintain and scale	Scalable solution to support Regulatory departments by maximising existing resources
Premises, contact address selection	Provides a single view of the business, location or client.

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Additional Information

Arcus Regulatory Services is a Software as a Service (SaaS) solution that can be accessed through a web browser from any device (PC, Tablet, Smartphone) at any time, from any location.

Arcus Regulatory Services provides clear, customisable screens and workflows to enable officers to process cases of all types quickly, accept payments, and produce all the required collateral and certifications. The Arcus Regulatory Services software is layered on top of Force.com to provide a powerful tool for handling a number of specific interactions between citizens, business operators and the council.

Arcus Regulatory Services gives councils a solution for all regulatory service teams with a wide remit for dealing with issues such as environmental crime, licensing activity, giving advice and guidance to the enforcement of complex legislation. Using the leading cloud-based technology platform it can provide real time interactions for a host of services from Trading Standards, Environmental Health to Waste Management and Licensing, lowering the cost to transact and enabling councils to work in partnership with many other organisations – such as police and external agencies with the common aim to improve standards and to reduce environmental crime and raise public awareness.

The solution enables officers to carry out their professional duty to assess and manage risk, meet deadlines and to ensure legislation is adhered to, whilst making sure appropriate information is available to customers and regulatory bodies.

More information on Arcus Regulatory Services go to:

https://www.arcusglobal.com/regulatory-services

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The Digital Services Hub: Widening the Platform

The Arcus Digital Services Hub (DSH) provides a single, secure, scalable environment for digital interactions for Citizens, Local Business, Officers, Elected Members, Business Partners and other stakeholders.

The DHS for Citizen & Business engagement allows Citizens to interact with the Authority across all lines of business from simple to complex queries and service requests across business areas such as Revenues and Benefits, Waste Management, Built Environment, Regulatory Services, Licensing, Social Care and many other business areas on a growing list of capabilities.

The DSH for Officer & Elected Members offers a single point for all internal needs such as IT support requests, Procurement requisitions, Legal support requisitions etc. For HR & Payroll, it offers electronic communications of payslips and benefit statements as well as handling absence requests. Specifically, for elected officials, the DSH offers a view on local case data and provides members with a data dashboard showing information for their wards and parishes.

The DSH for Business Partners and Other External Stakeholders allows 3rd Parties to participate in the provision of services to Citizens giving them a view of and interaction with only data that is relevant and pertinent to the task at hand. For example, where a group of subcontractors is providing services for an elderly person who has recently been discharged from hospital and is in receipt of a re-ablement care package. All the providers will need to see some of the data held and be able to interact and update it so others with a role in successful care fulfilment see the most relevant and recent data available improving the quality of care.

The Arcus Digital Services Hub is the first step to a truly integrated Digital Authority, where it is used in collaboration with the Arcus Global Local Authority Application Estate transactions are truly back to front and front to back which minimizes offer interaction, gives the citizen a service level that they expect to receive based on modern retail and banking interactions and reduces costs to transact. The DSH can also be integrated with other new "Cloud" applications and the more traditional on premise and hosted Legacy Applications estate in use in many Local Authorities.

Based the world leading Software as a Service (SaaS) technology platform from Salesforce the Arcus Digital Services Hub is a product that meets and exceeds the most stringent technology evaluations whilst delivering exceptional value. As part of a new Digital Eco-System for Local Government, we are helping to change the way services are delivered and ensuring Authorities can not only survive but thrive in the current financial climate.

Features

- Authenticated and Un-authenticated communication threads
- Single portal for all communications
- Easy to use
- Totally secure
- Multiple transactions in a single session
- Expandable solution
- Easy to maintain and scale
- Integrates with on premise or other cloud systems
- Multi Level customer authentication
- Delivers key reporting statistics in a single click

For more information, see our Digital Services Hub Page: https://www.arcusglobal.com/digital-services-hub

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Consumer Responsibilities

Project Roles

In order to help us to deliver the project to you effectively and on time, we expect that you will provide the following people to work with us.

Product Owner	Key user of the system to work closely with the development team.
Responsibilities	• Write requirements. • Sign off user stories. • Manage and prioritise the backlog. • Co-ordinates internal resources for training, demos and releases. • Signs off on completed work. • Answers developer's questions and provides regular feedback. • Ensures that the project runs on time and budget.
Required for	*3 days a week*

Service Owner/s	A user with responsibility for their own service area, you may need several service owners depending on how many services your project covers.
Responsibilities	• Provides requirements to Product Owner • Schedules Training and Demos for their team • Provides all documentation to the Product Owner
Required for	*1 day a week*

IT owner	A member of the IT department available to help set up all internal IT required to deliver the project on time.
Responsibilities	• Provides information on APIs, integrations or websites that are required to deliver the project. • Sets up test systems. • Delivers sample data extract to Product Owner. • Provides final data extract on time.
Required for	*Kick off, integration sprints and release*

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Collateral and Documentation

Prior to project commencement you will need to provide:

- API details and access to any systems wanting integration from Salesforce
- Example letter and email templates
- Logos/ branding
- List of users and roles
- Example data extract

System Requirements

Arcus Regulatory Services solutions runs on the Salesforce Platform as a Service technology stack. It can run on any computer with an internet connection. To view the Salesforce system requirements, go here.

It is assumed that port 80 and 443 are open for all users and that any web filtering software and firewalls will allow free access to the URLs used by the service.

We support the following browsers:

- Mozilla Firefox, most recent stable version
- Google Chrome, most recent stable version
- Google Chrome Frame plug-in for Microsoft Internet Explorer 6 and 7
- Apple Safari, version 5.x and 6.x on Mac OS X

Your responsibilities are for Internet connectivity, Bandwidth and utilisation on the customer corporate network. We recommend that at least 128kbps are available per concurrent user of the system.

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About Arcus Global

Arcus was set up in 2009 to help transform the Public Sector through digital innovation, fully recognising the potential that Cloud computing can offer in gaining greater efficiencies and increasing digital usability through transformative change. At the heart of Arcus is a vision to simplify the cumbersome technology that often dominates in the Public Sector, making it more flexible and fit for purpose for today and tomorrow's customer requirements.

To achieve this vision Arcus uses the most modern technology in a disruptive way that makes it accessible to the Public Sector. Delivering solutions using Amazon Web Services since 2011, providing SaaS applications, secure application hosting environments, AI-enabled contact centre solutions, AWS resale and cost optimisation services; Arcus is able to assist the Public Sector to realise demonstrable efficiencies and positive outcomes for citizens.

Based in Cambridge, clients include local authorities, national government departments as well as Universities, the NHS, Private Companies along with Not for Profit Organisations.

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What Our Customers Say

Arcus pride ourselves on working closely and collaboratively with our customers, evidence of which is provided below:

We are pleased with how Arcus Regulatory Service met the needs of our wider transformation programme. The flexibility has allowed the product to be configured to meet our specific needs and genuinely allows for complete end to end visibility of a customer journey.

James Battle, Support Services Manager, Eastleigh Borough Council

We are delighted with the work that Arcus did for us; they were constantly testing and refining to make sure that the project delivered the right solution for us, including suggesting suitable payment solutions. They delivered on time against a challenging timescale.

Andy Nix, Head of IT and Customer Services, Rutland County Council

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