

**Software**

## Cloud Software

## ARCUS BUILDING CONTROL

## Service Definition

# Contents

Contents .....	2
Service Description.....	3
Service Summary .....	3
Features, Advantages and Benefits .....	3
Additional Information .....	4
The Digital Services Hub: Widening the Platform .....	5
Consumer Responsibilities .....	6
Project Roles.....	6
Collateral and Documentation .....	7
System Requirements .....	7
About Arcus Global .....	8
What Our Customers Say .....	9
Contact Details .....	10
Copyright .....	10

# Service Description

## Service Summary

Arcus Building Control is built using the Salesforce platform in partnership with Building Control teams across the UK to enable management of applications, notices and dangerous structure investigations.

Uniquely, the Arcus Building Control solution supports the commercial elements of the service, including the marketing of the service, performance/financial management and customer capture and retention.

## Features, Advantages and Benefits

Feature	Advantage	Benefit
<b>Cloud System</b>	Only need an internet connection and a browser to access system. No need to be on a specific closed network.	Available to council officers anywhere, anytime. Enables collaboration with other services and agencies within the system.
<b>Responsive design</b>	All information can be accessed on mobile phone or tablet in the field	Enables officers' access to live data to make enforcement decisions, and update data in the field.
<b>Browser User Interface</b>	No installation needed; no server hardware needed.	Reduces cost of ownership for IT.
<b>Documented, published Open API included as standard</b>	No additional costs for provision of an API	Council can be confident of integration capabilities and costs from day one
<b>Integration with PlanningPortal for online submissions of building control applications</b>	For the Local Authority: No data entry required.	Lower cost of processing applications. Happier staff. Enables best use of resources.
<b>Online portal for submission and tracking of applications</b>	Reduces incoming demand for updates Customers can self-serve.	Lower costs. Happier customers.
<b>Provision of mapping tools for plotting, searching, generating constraints and more, including integration with Local Authority GIS.</b>	Accurately capture site details and underlying constraint data from the map	Fast accurate processing of applications

<b>Drag and Drop Reporting</b>	Usable without technical skills or knowledge of data structures. Anyone can interrogate the data in real time.	Activity and financial performance information available to all.
<b>User Interface is highly customisable</b>	Screen is not cluttered up with tabs and features that are not needed.	Easy and simple to use. Less training required. Excellent user experience.
<b>'Google style search' - single box to search all data across the system</b>	Very easy to find the information you are looking for	Reduced costs. Better decisions. Happier staff.
<b>Integrated with wider Arcus Place system</b>	Information from other relevant local authority services (e.g. Planning) available to building control	All relevant information shared within the system to inform decisions.
<b>All Comms Channels available - create documents, emails and/or SMS from templates with a few clicks.</b>	Quick, consistent customer communications	Reduces effort of routine comms tasks. Provides customers with a consistent experience across all comms channels.
<b>Data driven workflow of core processes</b>	System will move applications on through the process with minimal officer intervention	Lower cost of processing. Enables best use of resources.
<b>Automated notifications, escalations and service breaches, both internally and externally (e.g. automated Renewal reminders)</b>	Do not need to run report for risks, decision points or communication points to be highlighted.	Improved customer service. Improved public protection. Reduces corporate risk.
<b>Designed in partnership with UK building control services</b>	Intuitive and easy to use.	Reduces the need for training. Intuitive systems make users happy.

## Additional Information

More information on our Arcus solution go to: <https://www.arcusglobal.com/building-control>

## 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 DSH 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
- Totally secure
- Multiple transactions in a single session
- 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>

# 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.

<b>Senior User</b>	Senior Manager of the new system to work closely with the implementation team.
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Responsible for completion of Master configuration information</li> <li>• Prioritises implementation tasks</li> <li>• Signs off on completed work.</li> <li>• Answers Technical consultant questions and provides regular feedback.</li> </ul>
<b>Required for</b>	<i>3 days a week from Initiation to close down of the project</i>

<b>Project Manager</b>	To manager the customer project plan and all project activities
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provides regular project updates internally to own organisation</li> <li>• Manages customer resources to ensure they are available at the required time for Arcus project</li> <li>• Manages payment milestones for the project</li> <li>• Manages customer deliverables</li> </ul>
<b>Required for</b>	<i>3 days a week from Initiation to close down of the project</i>

<b>IT / Technical lead</b>	A member of the IT department available to help set up all internal IT required to deliver the project on time.
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provides information on APIs, integrations or websites that are required to deliver the project.</li> <li>• Provides access to legacy systems as and when required</li> <li>• Provides guidance on internal IT process for Handover to support</li> </ul>
<b>Required for</b>	<i>5 hours per week From Initiation to close down of the project</i>

<b>Data lead</b>	Skilled team member to correctly extract and translate data into .csv format
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Attend initial discovery session with Arcus lead data resource to understand legacy system data.</li> <li>• Perform data cleansing activities</li> <li>• Extraction of Data</li> <li>• Mapping of data to Arcus schema</li> </ul>
<b>Required for</b>	<i>3 days a week from Initiation to close down of the project</i>

## 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
- Example reports
- Logos/ branding
- List of users and roles
- Example data extract

## System Requirements

Arcus Built Environment 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 latest versions of the following browsers:

- Mozilla Firefox
- Google Chrome
- Apple Safari

Further information around supported browsers can be found [here](#)

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.

# 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 world's leading, most modern and most invested in technology in a disruptive way that makes it accessible to the Public Sector. Delivering solutions using Amazon Web Services and Salesforce since 2011, providing SaaS applications, secure application hosting environments, AI-enabled software and products as well as, 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.





# What Our Customers Say

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



Arcus wanted to work with us to understand the systems and processes, along with the business analysis support. They will build the product around you, so there is a much more bespoke feel. It felt much more like we were getting a product for Eastleigh rather than a product we were getting off the shelf to adapt to our own purposes, and that was the big attraction in terms of where we were going.

**Nick Tustian, CEO, Eastleigh Council**

Arcus look to the future and bring their vision back to us as clients. Arcus are collaborative and understand customers' needs, which is what I appreciate so much about them. They speak the same language as us; our mindsets are compatible and we bought into their vision.



**Andrew Grant, CEO, Aylesbury Vale District Council**



In the short-term, implementing the digital platform has paid for itself and is making significant savings across the Council. The longer-term opportunity is for us to further consolidate systems and data. Data consolidation will

remove vast amounts of manual work and more importantly will reduce the associated risks surrounding data quality. It will also move us towards a single view of the customer; a position to better understand the customer and their interactions across the Council – to better support them – and reduce duplication of effort. From an IT perspective, the estate is shrinking which means the significant risk associated with old kit is reduced, as is the skills and resource to support them as we have far fewer systems.

**Caroline Croft, Digital and ICT manager St Albans City and District council**

## Contact Details

Future Business Centre  
Kings Hedges Road  
Cambridge  
Cambridgeshire  
CB4 2HY

Phone: 01223 911841

Email: [gcloud@arcusglobal.com](mailto:gcloud@arcusglobal.com)

## Copyright

Copyright - All rights reserved. Arcus Global 2009 – 2019

All material in the G-Cloud service descriptions is subject to Copyright, Arcus Global and its licensors reserve the right to all content herein.