

Investment Outcome and Cost	Main solutions and systems delivered	Improvements /Benefits
Up to date, compliant hardware and secure data - £9m over 3 years including all design, development and implementation plus Licensing Costs	Full LBE Network Upgrade across main offices and public access buildings including up to date Wi- Fi	>LBE remains compliant with Cabinet Office rules of data security (PSN). >Library network can cope with requirements of being our main customer access centres
	Replacement laptops and other equipment	>Officers have right tools for their job and avoid duplicating activity or other ways of wasting time >Reduce spend on repairing out of date equipment >Improved Self service devices in customer access centres.
	Duplicate development environments for website	>Ability to keep the website live when releasing upgrades and limiting downtime through development errors in the live environment
	Database rationalisation migrating solutions and maintenance improvements	>Move into the Azure cloud reducing internal storage requirements improving capability to share, analyse and publish data across systems and organisations. >Increased automation of system maintenance reducing cost and removing risk

Upgrading and replacing key software for improved customer experience and increased back office efficiency - £23m over 3 years including all design, development and implementation plus Licensing Costs	OLM Iclipse Adult Social Care system	>Increased process efficiency in ASC through end to end review. >Demand reduction through improved digital market place for ASC and PH provision. >Ability to analyse and share data with NHS through the cloud. >Ability for customers to manage their ASC needs through Enfield Connected . > Increased back office automation including direct payments, invoicing and supplier payments.
	Shared Care Record with NHS	>Meeting the requirement of the NHS Personalised Health and Care Framework, improving experience of combined health and care customers. >Ability to connect Shared Care Record into the Enfield Connected account
	Power BI Data analytics and reporting and SharePoint 365	>Significant cost reduction through automation of all statutory reporting. Live data dashboards for daily decision making and publishing performance. >Ability to manage increases in demand through forward looking live data analytics >Ability to analyse data across services and with partner agencies in the cloud and automate comparison with external data also ensuring costs and savings are more effectively shared between agencies. >Potential to sell our expertise in this new Microsoft technology. >Improved back office efficiency and service consistency through improved workflow and a new intranet with embedded rules based on revised Scheme of Delegation
	New Telephone and Web Services	>Quicker customer processing over phone, face to face and website. >Reduced follow up enquiries through automated status updates via Enfield Connected. > Reduced process and improved experience by replacing old web forms and PDF forms. >Back office efficiency and improved experience through new booking and payment solutions. >Improved online access telephony and automation for Planning, Building Control, Licensing, Enforcement, Education, ASC Access, Housing and Early Help for Families. >Automated customer waste and street cleansing updates through Enfield Connected . > Increased 24/7 self service through Artificial Intelligence and potential to sell our digital and AI products and expertise
	Civica CX Housing system	>Ability to analyse and share housing data with other Registered Social Landlords through the Cloud >Ability to connect all key housing processes including assessment, allocation, rents, repairs and contract management through a single database >Ability for customers to manage their Housing needs through Enfield Connected >Ability for landlords to access key information through the Enfield Connected account > Increased back office automation including direct payments, invoicing and supplier payments.

