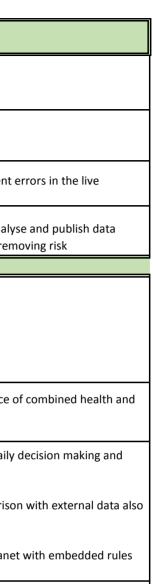
Investment Outcome and Cost	Main solutions and systems delivered	Improvements /Benefits
	Full LBE Network Upgrade across main offices and public access buildings including up to date Wi- Fi	>LBE remains compliant with Cabinet Office rules of data security (PSN). >Library network can cope with requirements of being our main customer access centres
	Replacement laptops and other equipment	<ul> <li>&gt;Officers have right tools for their job and avoid duplicating activity or other ways of wasting time</li> <li>&gt;Reduce spend on repairing out of date equipment</li> <li>&gt;Improved Self service devices in customer access centres.</li> </ul>
	Duplicate development environments for website	>Ability to keep the website live when releasing upgrades and limiting downtime through development environment
	Database rationalisation migrating solutions and maintenance improvements	>Move into the Azure cloud reducing internal storage requirements improving capability to share, analy across systems and organisations. >Increased automation of system maintenance reducing cost and rem
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	<ul> <li>&gt;Increased process efficiency in ASC through end to end review.</li> <li>&gt;Demand reduction through improved digital market place for ASC and PH provision.</li> <li>&gt;Ability to analyse and share data with NHS through the cloud.</li> <li>&gt;Ability for customers to manage their ASC needs through</li> <li>Enfield Connected .</li> <li>&gt; Increased back office automation including direct payments, invoicing and supplier payments.</li> </ul>
	Shared Care Record with NHS	>Meeting the requirement of the NHS Personalised Health and Care Framework, improving experience of care customers. >Ability to connect Shared Care Record into the Enfield Connected account
	Power BI Data analytics and reporting and SharePoint 365	<ul> <li>&gt;Significant cost reduction through automation of all statutory reporting. Live data dashboards for daily publishing performance.</li> <li>&gt;Ability to manage increases in demand through forward looking live data analytics</li> <li>&gt;Ability to analyse data across services and with partner agencies in the cloud and automate compariso ensuring costs and savings are more effectively shared between agencies.</li> <li>&gt;Potential to sell our expertise in this new Microsoft technology.</li> <li>&gt;Improved back office efficiency and service consistency through improved workflow and a new intrane based on revised Scheme of Delegation</li> </ul>
	New Telephone and Web Services	<ul> <li>&gt;Quicker customer processing over phone, face to face and website.</li> <li>&gt;Reduced follow up enquiries through automated status updates via Enfield Connected.</li> <li>&gt; Reduced process and improved experience by replacing old web forms and PDF forms.</li> <li>&gt;Back office efficiency and improved experience through new booking and payment solutions.</li> <li>&gt;Improved online access telephony and automation for Planning, Building Control, Licensing, Enforcement Access, Housing and Early Help for Families.</li> <li>&gt;Automated customer waste and street cleansing updates through Enfield Connected .</li> <li>&gt; Increased 24/7 self service through Artificial Intelligence and potential to sell our digital and AI production.</li> </ul>
	Civica CX Housing system	<ul> <li>Ability to analyse and share housing data with other Registered Social Landlords through the Cloud</li> <li>Ability to connect all key housing processes including assessment, allocation, rents, repairs and contract single database</li> <li>Ability for customers to manage their Housing needs through</li> <li>Enfield Connected</li> <li>Ability for landlords to access key information through the Enfield Connected account</li> <li>Increased back office automation including direct payments, invoicing and supplier payments.</li> </ul>



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