

## Surrey Heath improves performance and efficiency

### Introduction

Surrey Heath is now facilitating more joined up working following the implementation of Plantech systems for Environmental Health, Grants and Licensing.

The installation of these systems now consolidates the presence of Plantech as a corporate information system within the Council. Essentially run as two concurrent projects, the installation of Plantech for Licensing and the installation of Plantech for Environmental Health and Grants presented different challenges for IDOX group and Surrey Heath to overcome.

### Licensing – moving to a managed system

The main challenge the Licensing Department at Surrey Heath faced was isolation and disparity. The team had developed a number of Microsoft Access databases themselves to record the various processes they managed. Although these databases worked well in supporting the officers in their daily work, they were essentially unsupported outside the team. Both the Licensing Team and the IT Department knew this situation could not continue and turned to IDOX group for a solution. Surrey Heath realised the combination of flexibility, functionality and proven industry standard technology that IDOX group offered fitted their exact requirements.

The knowledge and dedication of IDOX group's Project Team reinforced user confidence in Plantech's ability to replicate the functionality of their highly customised databases. The system has allowed the department to move from a situation where licensing data was splintered into different datasets, to one where it could be recorded in a central repository. Offering complete integration with the Council's existing Plantech systems for Building Control, Planning, and Land Charges, Plantech for Licensing enables staff to access data from these departments helping to inform licensing decisions. All licensing documents including the application forms, all correspondence, consultation and the licence documents themselves

are linked to the licensing cases.

### Linking back and front office

In stark contrast to the Licensing Department, the Environmental Health section had been using a complete solution for a number of years. However that system could not deliver the seamless integration with the IDOX Local Land and Property Gazetteer that was required by the Council. This caused data quality issues, hindering Surrey Heath's attempts to improve service efficiency and performance. This led to the Council to make the decision to move over to Plantech ACOLAID for Environmental Health.

Development work to build links to Lagan's Frontline CRM system was incorporated into the project programme at the outset and delivered on time to go live. The links allow calls taken by the CRM to be fed directly into the Plantech system, avoiding the need for re-keying information and providing seamless integration between the front and back office. Integration between Plantech for Grants and Ferret Software's Renovator package were also developed to allow the result of complex means testing calculations carried out in Renovator to be pulled into Plantech with no extra input from the user.

The project has enabled the Council to make significant efficiency gains, with the creation of a central data source for Licensing and the ability to share information easily with those who have a need for key property related information. All involved are confident that with the addition of Plantech systems for Environmental Health, Licensing and Grants, will provide a solid infrastructure for day-to-day work and an effective management system for improving performance and efficiency for years to come.

If you would like to discuss how we might help you or would like further information, please contact: [marketing@IDOXgroup.com](mailto:marketing@IDOXgroup.com) or call 0870 333 7101

[www.IDOXgroup.com](http://www.IDOXgroup.com)



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