

# Idox Enterprise



## Measuring better public sector performance.

At a time when local authorities are under increasing pressure to transform the ways they work, Idox group is convinced of the need to use new technologies to improve performance and maximise efficiency

Idox Enterprise is our latest initiative, which focuses on monitoring and improving performance across key council services. Idox Enterprise is a powerful and visual performance monitoring and management solution designed to deliver real and immediate performance gains to local authorities.

“The difference between excellent organisations and mediocre ones over the next few years will be the way in which they use technology and information.”

**Sir Michael Bichard, Chair of the Legal Services Commission**

### Key benefits

- > Allows field officers and managers to graphically visualise current workloads on an individual and team basis.
- > Allows managers to act rapidly on imbalances in workload by simply and visually reallocating or re-prioritising work.
- > Allows potentially serious issues to be visualised and acted on before they become critical.
- > Increases the potential to meet performance targets, KPIs and National Indicators by highlighting potential problems in advance.
- > Can reduce the occurrence of potentially stressful situations by allowing managers to equalise or better balance workloads.
- > Increases transparency of workload and performance.
- > Can improve team spirit, team cooperation and provide healthy competition.
- > Integrates with Uniform, Plantech and Idox thereby increasing the return on existing investment.
- > Aids the drive for efficiency: provides the ability to achieve more with the same resources or the same with less resources.

## What is Idox Enterprise?

Idox Enterprise is a powerful, graphically based management solution which enables the rapid visual assessment of workloads, targets, KPIs and other performance criteria.

It allows managers to take simple actions to address workload imbalances caused by peaks and troughs in activity levels.

Idox Enterprise is a solution which enables individual officers to better understand and deal with their priorities – and understand the impact of not doing so – via the provision of early warnings.

Idox Enterprise is a solution which is easily tailored to allocate and monitor the tasks which are important to you – in the manner you wish to monitor them.

Idox Enterprise is configurable to reflect the way you work currently or wish to work in the future. Tasks can be allocated automatically or selected from a list of available tasks.

## User Workflow

Unlike most workflow systems, which aim to model every move and are often impossible to maintain, Idox Enterprise's embedded workflow quite simply enables actions to be prioritised for each user and available tasks to be allocated.

The workflow task bar, right, lists active tasks, recently completed tasks and available tasks that are pertinent to the individual user. Tasks are listed in priority order using a colour coded traffic light system, and provide a hyperlink to the related case.

## Integration

Idox Enterprise is integrated with Plantech, Uniform and Idox. With Uniform and Plantech software, Idox Enterprise manages task allocation and performance monitoring and provides a range of graphically based reporting functions. Similarly with DMS, Idox Enterprise is able to allocate and monitor tasks relating to documents and correspondence, whether received electronically via the Planning Portal or received in paper form from a customer.

The number of Idox modules which are integrated with Idox Enterprise is constantly increasing. Please contact your account manager for information relating to the current modules supported.

"The Idox Enterprise training was excellent and the trainers were very responsive to areas that we could see further development."

**Hilary Oliver - Senior Technical Officer - Planning and Transport, Basingstoke and Deane Borough Council**

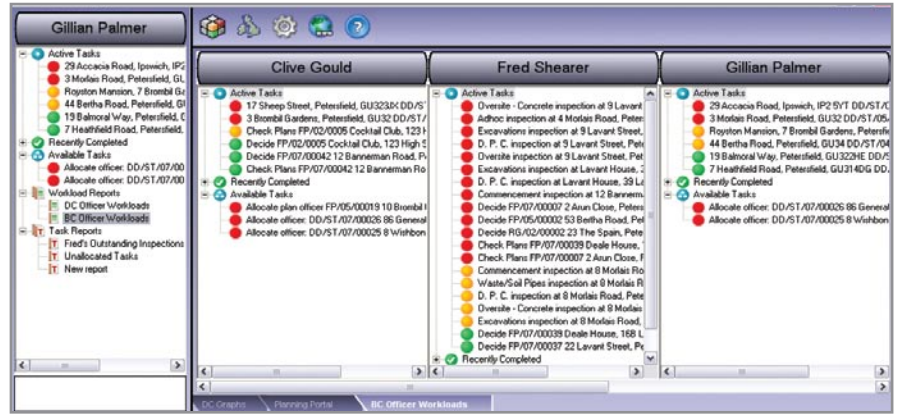
**Gillian Palmer**

- Active Tasks**
  - 29 Accacia Road, Ipswich, IP2
  - 3 Morlais Road, Petersfield, GL
  - Royston Mansion, 7 Brombil Ga
  - 44 Bertha Road, Petersfield, GI
  - 19 Balmoral Way, Petersfield, C
  - 7 Heathfield Road, Petersfield,
- Recently Completed**
- Available Tasks**
  - Allocate officer: DD/ST/07/00
  - Allocate officer: DD/ST/07/00
- Workload Reports**
  - DC Officer Workloads
  - BC Officer Workloads
- Task Reports**
  - Fred's Outstanding Inspections
  - Unallocated Tasks
  - New report

**For more information or to arrange a demonstration please contact your Account Manager or email [marketing@idoxgroup.com](mailto:marketing@idoxgroup.com)**

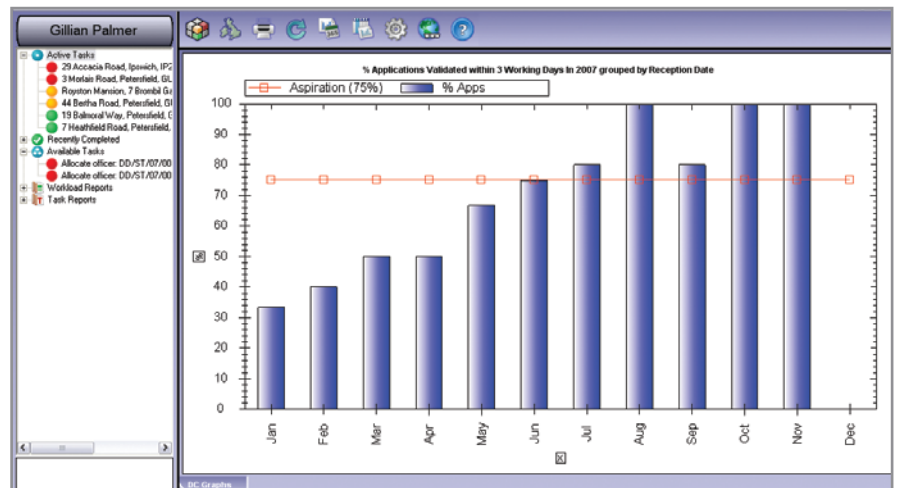
## Workload Management

Management tools allow managers to view individual and team workloads, and reallocate work by dragging and dropping tasks to the desired user. These changes are automatically reflected in the back-office system. This saves managers considerable time and effort, as it eliminates the need to created tailored reports.



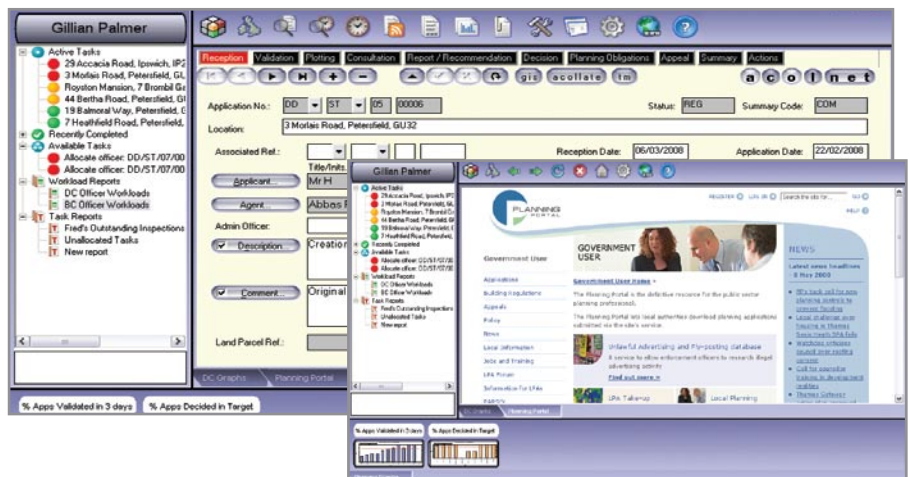
## Performance Monitoring

Idox Enterprise's embedded graphs integrate with the back-office system data, and allow users and managers to monitor performance easily. Users can also "drill down" to analyse performance trends in the underlying data. Access to graphs is controlled by the security module, allowing managers full control over the availability of corporate, departmental or individual performance data.



## Web Browser

Idox Enterprise's embedded web browser allows users to view key internet and intranet pages within the solution without the need to open a different application.



## Idox Enterprise - Improving performance

Idox Enterprise provides immediate benefits by increasing the visibility of key targets and priorities, but it is through effective analysis and interpretation of this data that opportunities to make the most significant efficiency gains can be maximised.

## Supporting Services

Idox group specialist consultants have both the procedural knowledge and the technical expertise to identify trends in the raw data collated by Idox Enterprise, and define key points in any process where performance can be improved. As well as streamlining business processes, Idox group has the experience to help authorities document new procedures and manage the process of change while new working practices are established.

## Change Management

Changing the accessibility and format of performance data can present new challenges for users and managers. Idox group change management consultants can help advise on best practice in terms of Idox Enterprise deployment and offer real life examples of where Idox Enterprise has helped customers achieve their desired outcomes.

## Training

Whether for end users, system administrators or service managers, Idox Enterprise training courses have been specifically designed to ensure that customers get the best possible value from their investment by developing their understanding of the product and how it can help improve performance.



For more information or to arrange a demonstration please contact your **Account Manager** or email [marketing@idoxgroup.com](mailto:marketing@idoxgroup.com)