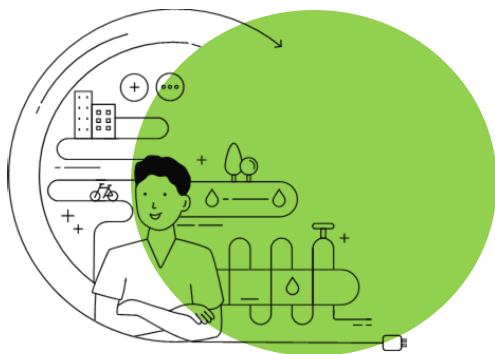




Deloitte.
Digital

Deloitte City Services

The Deloitte City Services (DCS) solution offers a simple and scalable way for city councils to access a standardized digital service catalogue as-a-service within weeks to enable proven FTE reduction and significant increase in citizen engagement.



FEATURES

Pre-built Interfaces

Pre-built customer, staff and council partner interfaces. These include standardised paths to navigate through the system, enabling straight-through processing of council services.

Performance Reporting

Pre-configured operational performance reporting and CSAT capture & tracking.

Customer Service Solution

Pre-built foundational & production-ready end-to-end customer service solution Includes customisable customer journeys, flexible service design, automatic removal of duplicates, visibility of service requests and work orders.

Pre-configured Process Library

Pre-configured process library to support a council's service catalogue. This structure allows for flexibility and extensibility to model each council's unique offerings.

Pre-configured Standard Patterns

Built on 3 standard patterns (ask, report & request) which include replicable system processes and workflows that can be easily configured to support Council's service catalogue.

Pre-built Training Materials

Step-by-step instructions on how to navigate the solution for council staff and service providers.

BENEFITS



Multi-channel, standardised and automated service resolution – from reporting to service provider.



Enables far greater management visibility of data and insight to improve operations and reporting.



Customers can self-serve online and receive automated status notifications, providing a simplified customer experience.



Available as subscription-based accelerator and requires no long-term implementation or lock-in licenses.



Enables service requests to be resolved at a lower cost to serve, due to reduced processes and manual data entry.



A scalable solution to support a high volume of services without significantly scaling operations.

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