9 Essential Tips for **Transforming Services** Councils can unlock digital agility

Local authority resources are tight, let's do more with less.



digital services They want easy-to-access

digital services that resolve their issues.



digital 'front doors' But transformation is often

only skin-deep.



it's another story... Overstretched teams have to

manually connect disparate processes and data to deliver good services.

Things have reached...

## breaking point! Without extra resources or the right digital solutions,

councils won't be able to meet citizens' needs.

game-changing digital services...

That's where a low-code platform can help your council



...so they can deliver joined-up

By empowering teams to rapidly create



...which means you can save money, deliver great

experiences and streamlined

workflows with fewer resources...



**87%** of organisations are using low-code platforms for at least some of their work 1.

value and respond easily to changing needs.



Forrester estimates a 21% growth rate in the use of low-code by 2028<sup>2</sup>.

there's some helpful stuff you should know...

But before you take the plunge into low-code,

## For transforming your local authority's digital delivery with low-code.

Engage stakeholders early,

Explain the significant benefits of to your senior leaders – and how low-code can deliver digital

**Understand what low-code** is and what it isn't Learn how a platform can help you innovate and adapt to changing needs rapidly.

services quickly, even when resources are tight.

and see the big picture

Speak to peers at other councils

who already use low-code

Find out how others are already reaping the

benefits. Ensure there's a clear strategic and technical fit See how your platform can help you to meet

strategy.

your goals faster in alignment with your digital

Understand your total cost of

ownership Discover how you can deliver a significant return on investment that's sustainable. Find a trusted partner with

Use your investment and show

Pick a specialist that's invested in the sector. Proven success matters

business case

non-stop innovation.

local authority experience

View your low-code platform as an engine for

investment that keeps on giving. Refine and refresh the

Discover how to deliver positive return on

its value, fast

compliance.

of low-code in action

These councils are standout examples

**Keep tracking your investment** 

Monitor how your apps are used widely across your council with enterprise level governance and

Newcastle city council Te w k e s b u r y **Borough Council** 

fees and £800K cashable savings over 5 years.

£1M

savings in license

100K savings in 18 months and 35% revenue growth over 3 years.

freed up by new low-code welfare solution.

Lancas

25%

more case load capacity

What do they all have in common? They rely on a platform that delivers great results, fast. That platform is Citizen Hub, Netcall's low-code solution designed with and for local authorities.

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Dig deeper into this topic Get your copy of our FREE guide now and accelerate your journey with low-code.

You can also contact Netcall's Local Government Team today! Discover Citizen Hub at netcall.com/citizenhub | Email us: hello@netcall.com