

Submitting documents a breeze using E-Gateway system

BY ANN PISTACCHI

In the past, if customers wanted to submit documents to North Shore City Council they had four main delivery options: pop the papers in the post, drive the documents to the council for personal delivery, use an expensive courier service, or email them to a council address and hope the document went to the right person or department.

Today, these customers have a simpler, more cost-effective option – they can upload documents to NSCC at any time and from any location using the council's E-Gateway system.

The system is provided by NSCC's outsource partner Speedscan – a company well-known throughout Australasia for providing outsource solutions for document intensive business processes.

Speedscan general manager Gavin Thwaites says the system was designed collaboratively with NSCC "to reduce the barriers of communicating with council and therefore deliver enhanced customer satisfaction."

The system is easy to use from both a user and council perspective. Customers simply log onto the council's website, complete a web form, and attach the document(s) to be submitted. The system supports a wide variety of formats



Kumar Kannan and Gavin Thwaites

including MS Excel, MS Word, MS PowerPoint, PDF, TIFF, and CAD files.

Once the files are submitted, users receive an instant confirmation which includes a reference number they can use to call and ask for updates about the status and location of their documents.

This email confirmation is about delivering effective communication that builds trust and confidence that files have been successfully received. "This is a valued touch point with users while at the same time providing an audit trail," says NSCC document and information services manager Kumar Kannan. "With the E-Gateway system customers can have confidence that their documents have been received and they can easily track where those documents are in our system at any time."

Council can also rest assured that the documents they receive have been virus-checked, and properly indexed to the council's taxonomy standards by Speedscan before they are uploaded, in their native format, into the council's workflow engine Dataworks.

Council team members who need to action a particular document are sent an email telling them that the document is waiting for them to process.

Kannan says the implementation of the E-Gateway system was driven by NSCC's commitment to customer service and a desire to "make it easier for our customers to engage with us". The E-Gateway system offers customers a fast and effortless way to deliver documents to council negating costs of postage, courier fees, or the time required to battle traffic in getting to the council office to deliver documents by hand.

The channel is also cost-effective for the council, enabling services to be delivered to customers and transactions to occur at a much lower cost per transaction than any other channel. Kannan says the system is cost effective compared to the alternative of scanning incoming documents received in the mail. It also enables services and processes to be integrated between council and other stakeholders such as business partners, government departments and other councils. Thwaites says E-Gateway also offers an eco-friendly way of managing document workflow.

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1000 CUSTOMERS
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1 COMPANY

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