

# CITIZEN ON A PAGE

Using Microsoft to make a difference in local government.

## Intro:

At Data Addiction, we harness the power of Microsoft Data and AI, and Dynamics 365 to provide local government data solutions which not only allow you to improve customer experience and service but to manage, plan and predict for the future.

## LEADING THE WAY IN LOCAL GOVERNMENT DATA SOLUTIONS, OUR CITIZEN ON A PAGE DELIVERS:

**Single citizen view:** data from multiple sources, agencies and departments is brought together, providing you with a single view of all information on a citizen, or your entire citizen base.

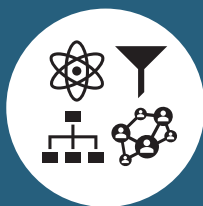
**A better citizen experience:** user-friendly interface facilitates an enhanced citizen interaction, and reduces Customer Service team frustration and time-to-service by having all information to hand. It also provides deep insight into citizen interaction, helping to improve future service planning.

**Better executive insights:** whether you are planning for funding, future services, or delivery, you need the right information. The system uses analytics and cognitive capabilities to provide powerful insights and patterns, as well as tailorable metrics and analysis. It helps predict important future events.

**Powerful, scalable and positioned for the future:** built using Microsoft's cost-effective cloud services you are positioned and prepared for all future growth and development, putting you at the forefront of local government.



Collect customer data from multiple sources



Combine, filter, analyse and predict patterns



Access critical information on a single page, from any device



Deliver targeted personalised services

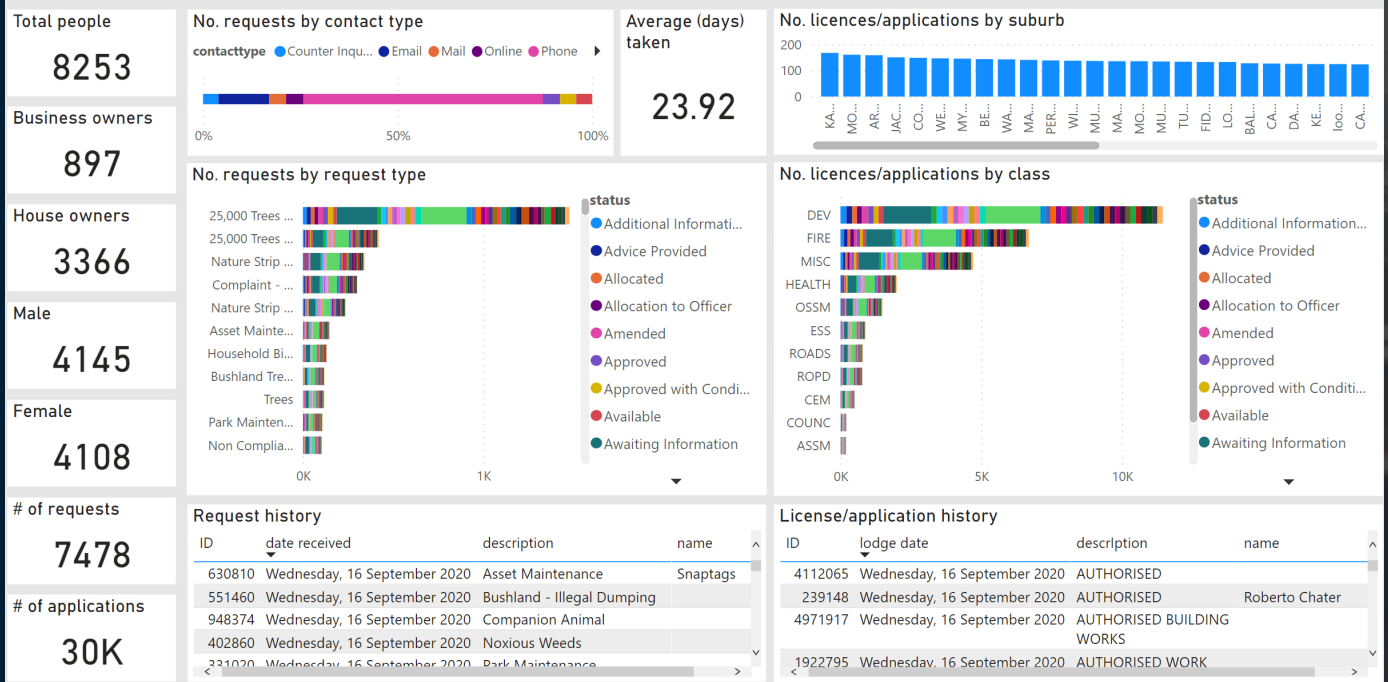
# CITIZEN ON A PAGE

## Citizens on a page

Last 10 Years

21/02/2022

22/02/2012 - 21/02/2022



## CASE STUDY: HORNSBY SHIRE COUNCIL

**Business problem:** multiple legacy data sources, most systems were on-premise and unreliable, a diverse mix of infrastructure, 150 000 citizens, and the need to deliver services quickly and efficiently.

*“One of our strategies moving forward is to reduce complexity and part of reducing complexity is to try and reduce the number of different moving pieces.”*

Sharon Bowman - Technology and Transformation Manager Hornsby Shire Council

**Solution:** implementation of Citizen on a Page coupled with a data migration to Microsoft Azure, all within four months.

**Result:** a complete transformation of the customer experience, as well as insights helping decision making.

*“We can now give better information to our executive team and managers about the customer experience we are delivering.”*

### Contact details:

To learn more about how our local government solutions can benefit you, contact **Matt Clarkin:**

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