ZIPPORAH

The Resource Management blueprint for the

CAN DO COUNCIL

What is a
CAN DO council?

The 'can do' council is what every council should be aiming for! It's the council that does more with less. A 'can do' council finds the right solutions to ensure that not only can a swift reduction in expenditure be achieved through a single change, but the thought process is in place to ensure that any solution being introduced can offer more opportunities for change as the months and years go on. It's a council that is looking to ensure its solutions solve as many problems as possible in the fastest way. For many councils they look at the immediate need and miss the opportunity to fulfil longer term goals.

The 'can do' council thinks of today, tomorrow, and the future!

The 'can do' council is a council that understands the key difference between cost and value - knowing that seeking value is a harder task but often brings greater reward. This is the council that wants a partnership that develops and seeks out the most talented suppliers to deliver on those partnerships. It's the council with vision, the council with drive, and the council who 'can do'... even if this is challenging. The council that led the way in innovation, whilst others follow. The councils that innovate their partners to consider new ideas benefiting all. The councils that have a plan and will to see it through.

What is a 'can do' council achieving by implementing a
CORPORATE SOLUTION?

Resource Management (whether it's through bookings, asset management, or management of people) touches on every department in the council. No areas escape the need for such functionality with the only variation being how complex and integrated the solution will need to be. The 'can do' council is recognising this fact. The 'can do' council team know that while there may be one request for a service like this needing a solution today, tomorrow is likely to bring a whole raft of similar requests. However, the 'can do' council is also recognising that a corporate solution is not without its risks. Trying to find a solution to suit everyone is not going to be easily achieved so they are seeking something which is not so bland as to be one size fits all but not so specialist to exclude other uses. 'Can do' councils want to deliver on the maximum usage for their investment and so they are keen to find a solution that has multiple modules within its main product to deliver on several different needs.

A 'can do' council understands that there is a place for simplicity but there is also a need for a system that can handle complex elements across multiple departments – integrating with finance systems, payment engines, ticketing systems, variable charging structures, and more – maximising the value of your booking and resource management system. The 'can do' council is seeking to deliver a solution that they can do more with less. They want a solution with APIs readily available which will allow the council to extend the options available, take control, and links things up with their wider systems. They recognise the importance of the ability to place their resource management at the core of connection to their wider systems to deliver reporting and information across the council.

Let's get digital

It's the nature of a 'Can Do' council that means it wants to push the functionality and push itself internally to utilise a suitable tool to do as much as possible. Taking a corporate lead from IT and/or Customer Services there is an opportunity to create a connection between services that will deliver efficiency, savings, and revenue in the future.

Councils need to become more corporate and join those 'can do' councils on the journey towards a complete digital transformation within resource management and implement a system that doesn't just work for 'right now' – but works for 'what's next?'

Booking complete
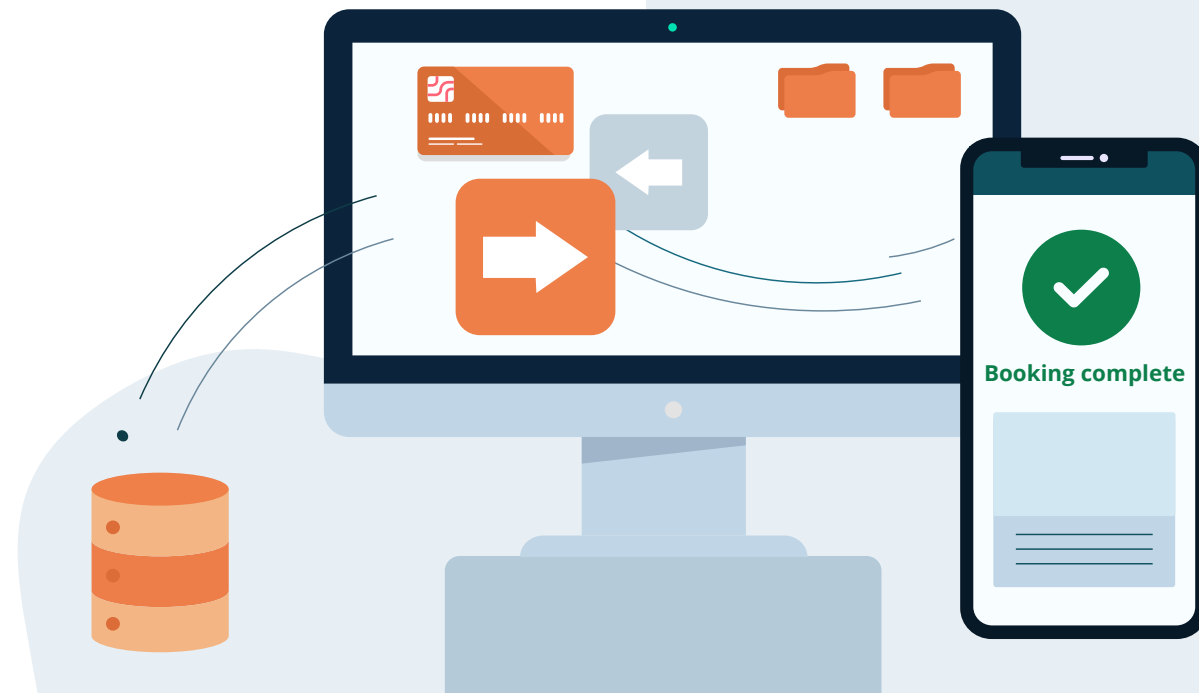
How can Zipporah help
TRANSFORM
your council?

The Zipporah corporate solution allows for total resource management to help you evolve into THAT 'can do' council. By implementing a single management system across your resources then the opportunity for centralised control of certain admin aspects, Single sign-on to a single solution, and single integrations all become reality. One system delivers lower training costs and more capacity for knowledge to be spread across the council. When the realisation hits of how closely connected your services are with booking and resource management then finding a solution that can sit at the centre of a strategy for delivery is vital. As CRM is the glue to keeping your customer data records together, your finance system is the glue to managing payments and the flow of income, Zipporah gives you the glue to deliver on key interactions across your council with your citizens and manages your resources across the council.

Our Impact+ module offers all the functionality of our rooms and sports bookings, with the addition of generic appointments, courses, and events all in one solution to allow you to monitor those busy service areas and maximise your use of resources.

Comprehensive APIs and the ability to integrate with any current system within the council opens the door for limitless expansion not just within the council – but your third-party suppliers

With a customer journey determined by you, you can dictate what information is required from the public with the use of smart forms. Our smart forms allow you to manage the information you need to capture when booking – no one knows your service better than you do, and as you learn more about your service and your resident habits, you can manage your own content – quickly and without needing to contact I.T or us here at Zipporah as much as we enjoy discussions with clients.

API

Supplier
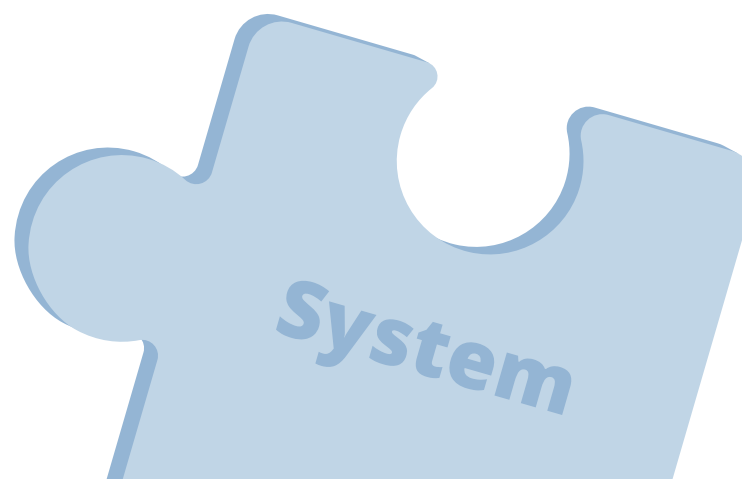
System

Let us piece it together
FOR YOU

Within our modules we include the most comprehensive pricing structure controls allowing you to define pricing structures from the simple to the most complex. The system includes the capacity to vary costs based on day or week, time of day, and type of customer. The system includes the capacity to manage charging based on the amount of time being requested to ensure that reduced rates are given to specific groups for usage up to x amount. The Zipporah system has been designed to deal with the rules that other systems shy away from and class as too difficult for online. The key is to deliver the detail and costs to your customers at the time of booking whether as a quote or something to pay, that's what other organisations are delivering online and Zipporah ensures that you "can do" too.

Even when considering buying a ticket - Buying a ticket for an event is simple right? ....Not when variable ticketing options, discounts, bundle prices, charity, or school access are in the mix. The Zipporah system delivers all these options for you alongside controls to deal with whether your wish to limit certain types of tickets to a select number being issues or whether you want to deal with the complexity of your breakfast clubs so that ticketing reflects someone attending every day of the week or on specific days and the discounts that may apply. Delivering on these controls ensures less refunding and a client base who can pay upfront without needing invoices. With the Zipporah APIs then you can easily integrate with your wider systems whether it's something simple like SSO or something more complex like your CRM. If you want to drop into Zipporah in the middle of the process from your online forms engine or you want to create your own front-end interface using your website provider all options are available to you so that you can utilise the intelligence and process logic of Zipporah and harness it to your existing solutions.

Time to talk about APIs

Within Zipporah we have already utilised the API interface to more closely link with third parties as well as it allowing us to build more graphical user interfaces to allow for booking and service requests from maps and graphical diagrams. We have used it to deliver more graphical reporting utilising the data mining APIs that allow you to gather and report on any data within the system. As ever we offer a step further and put the graphical control in your hands to let you upload your images, add your bookable areas, and move and change them as you want to. No special skills are needed to set up what you want.

Take a look at our various council areas to see where Zipporah can help you move from 'Need to" to 'Can do" and see the possibilities to do more and join the councils who are already taking these ideas beyond even what Zipporah thought about.

All under your control, all the time

As with any Zipporah system, everything is controlled and defined by you.
Build the system that you need!