



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 managing their EDUCATIONAL LETTINGS?

A 'can do' council has already achieved the task of successfully managing its educational facilities which as any council knows is a difficult task. Academic establishments often come with several complexities that can cause challenges when managing facilities for the teams. From term time setups and the need to ensure caretaking staff are at facilities to complicated charging structures, and different terms and conditions for several groups - these are issues already conquered by a 'can do' council!

Can do' councils' know there is a right way and a wrong way to manage their educational lettings. A 'can do' council has found a comprehensive way to develop this service further, resulting in streamlined and increased efficiencies within the council where the booking and resource management process can be made available online and all but the most complex queries can be handled by existing Customer Service' teams without the need for additional third-party costs - minimising outgoings and maximising revenue.

A service of this nature requires a system that can handle the intricacy of school lettings - a 'can do' council is proof that this can be achieved by using a solution that has been developed and nurtured to tackle that high level of complexity when managing educational facilities.



How can Zipporah help TRANSFORM your council?

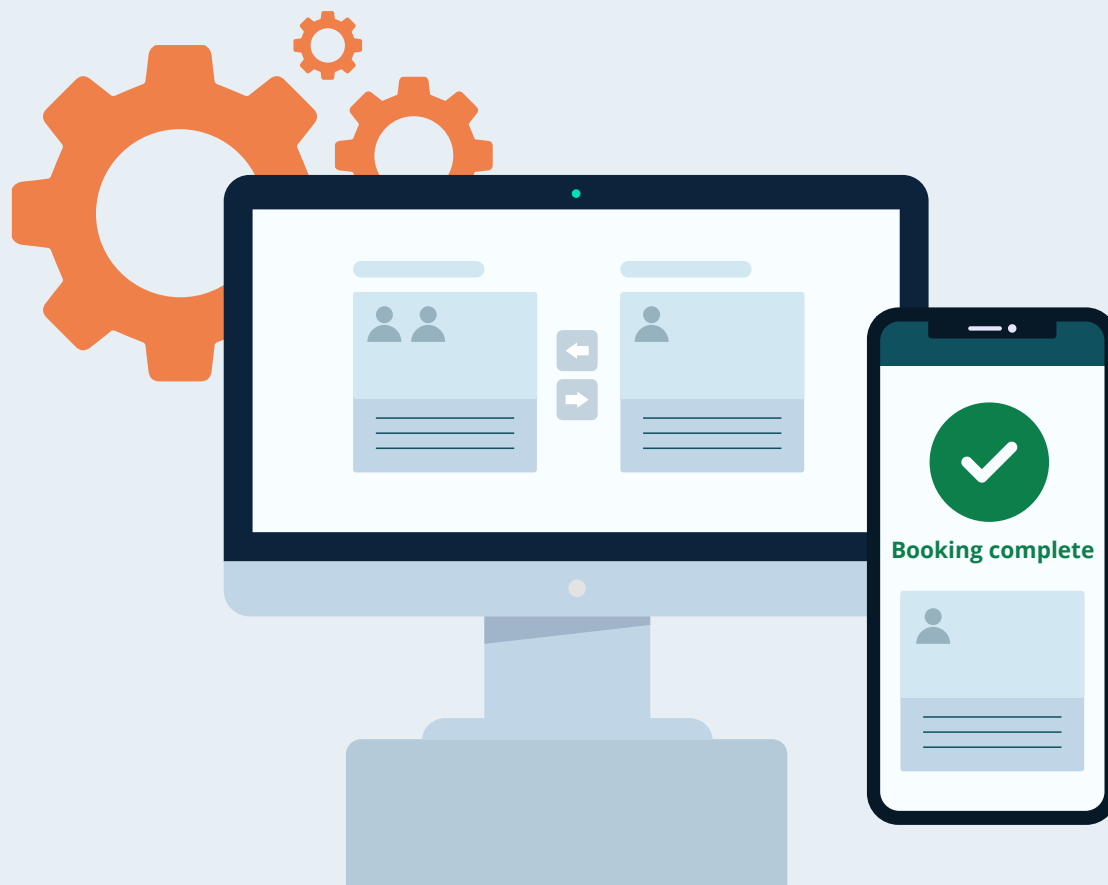
Aberdeen City Council – A Zipporah client and ‘can do’ council – was experiencing several problems dealing with the complex management of school lettings resulting in an inefficient system with restricted community access. They spent several years attempting to resolve these using other systems and through other third-party suppliers without any success until they approached Zipporah.

Zipporah’s system already includes extensive functionality for opening hours and by adding a date range variable enabling effective management of the changes in opening hours from term time to half term and summer holidays. Restriction controls also allow councils to specify opening times for individual sites. Zipporah’s system provides the most comprehensive charging structure available which was able to successfully accommodate all of Aberdeen’s payment variations and fully met their needs – Multiple charge-bands mean multiple opportunities for mistakes during the booking process. A flexible charging structure caters to different booker types allowing for the input of discounts, academic set prices, non-chargeable resources, and out-of-hours fees wherever applicable.

Untangle the complexity

We understand the challenges that come with managing educational lettings. There will always be several types of users interacting with the system from admin teams and customer service, to school establishments and groundskeepers. Various levels of access within the system are crucial when managing a service such as this.

Zipporah lets you dictate that level of access based on role groups decided by yourselves and the ability to grant access to resources on a rolling basis – ensuring that whilst the booking function is available to the public, there is no loss of the correct order of selection for booking.



The only way to manage YOUR RESOURCES

In the world of resource management, it is not just management of the physical resources, it is the management of your teams that also takes precedence.

Let's talk about effective task management

For a service of this scale, you will require a task management functionality to ensure the smooth running of day-to-day activities and streamlining of your team's workflow. You need a system that produces daily task lists for your staff – whether that is a list of maintenance requests for caretaker provisions or a list of the activities taking place on any given day - minimising any confusion on staff tasks and ensuring any documentation is completed by caretakers as part of healthy and safety, cleaning regimes or general facility management.



When managing educational lettings you will often find it difficult to manage charge bands and structures – none more so than the VAT waivers that can be problematic when managing your facilities. Working with a VAT accountant, Zipporah took the time to ensure that the VAT waiver calculation functionality – which can be complex when managing educational lettings – fully meets all of the rules required alongside the necessary flexibility to work with any and all clients regardless of intricacy. Developing this functionality takes the system to a whole new level of automated processes - reducing the need for manual calculations by team members which can prove to be a lengthy process and run the risk of mistakes that could be costly for the council. The functionality allows us also to recognise where a VAT waiver may be accepted, allowing us to offer further intelligence that monitors any changes to bookings that may affect the VAT waiver (such as a reduction in the number of bookings or potential move of a booking).

A system the puts you in control

Zipporah ultimately wants their clients to be able to efficiently manage their resources and facilities in a way that requires minimal input from our teams following the initial set up – now that's

not because we don't want to talk to you – it's because we have created a comprehensive system that is managed by your staff with Zipporah simply here to support when needed.

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!

