



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 the 'can do' council achieving when managing their ENVIRONMENTAL SERVICES?

The council's environmental services encompass several different areas that make up the service as a whole – from pest management to bulky waste and recycling centres. Whilst each of these services is managed by multiple teams a 'can do' council has already begun to merge them into a system that offers an all-in-one solution – achieving a much more efficient and smoother way to offer these services to the public and their teams.

## Optimise your services

The 'can do' council is simply operating better... A 'can do' council has already implemented its new solution and is currently experiencing reduced wait times at their recycling centres, easier 'collection day' management for staff which allowed for improved control of public holiday collections, and the improvement of public health and safety by opening booking slots for urgent pest removal appointments in emergencies.

The 'can do' council is achieving maximum access to their services - leading to a reduction of missed calls and unnecessary misuse of resources by sending confirmation and reminder emails as well as regular automated contact, reminding residents of scheduled appointments. Within these alerts they offer the ability for the public to simply cancel their appointments through a direct link, freeing up their appointment slot and allowing those on a waiting list to be offered a space.



# How can Zipporah help TRANSFORM your council?

Zipporah has created a recycling centre solution to allow appointments to be booked or requested by the public – progressing them through a simple user interface and an easy-to-follow customer journey regardless of technical abilities. Visits to recycling centres are drastically different for the ‘can do’ council – They have opted for a system that manages their recycling centres more efficiently through allocated time slots and scheduled vehicle attendance – allowing for a managed stream of vehicles, no queues, no traffic jams and no irate customers.

## Easy to use, highly configurable and flexible to suit your service

The solution reduces wait times as citizens are presented with the option to choose a date and time that suits them – should a time not be available the system will automatically suggest alternatives or the next available date/time. The system allows the recycling centres to be configured and set to any time duration regardless of complex opening hours. Whether you are closed every other Sunday or make a last-minute decision to close due to adverse weather, those with specific role access can simply edit and update with immediate effect on the calendars viewed by the public. The Zipporah system is easy to use, highly configurable and flexible to suit your service.

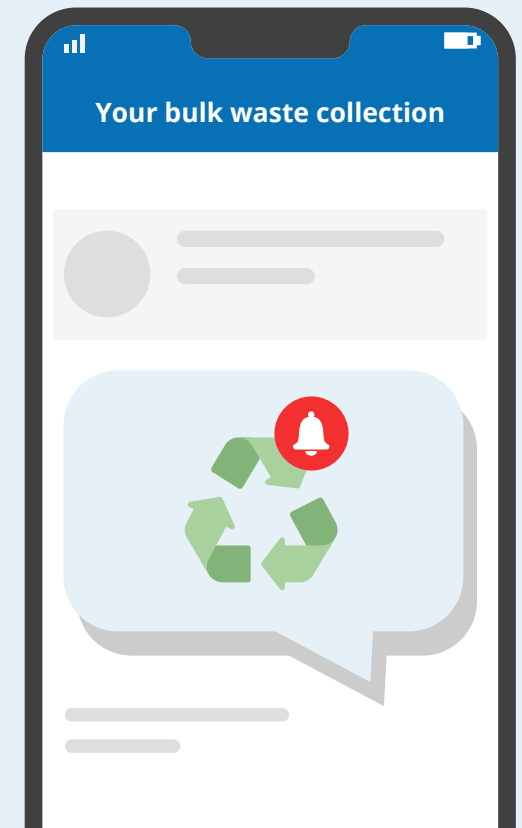
You want to be able to confidently manage the attendance of vehicles by using tablet devices to register vehicles arriving on the premise and confirm that those who have pre-booked have arrived with the correct vehicle and the right recycling. The Zipporah system allows for instant updating and management of daily lists whilst maintaining a smooth and efficient recycling centre service.

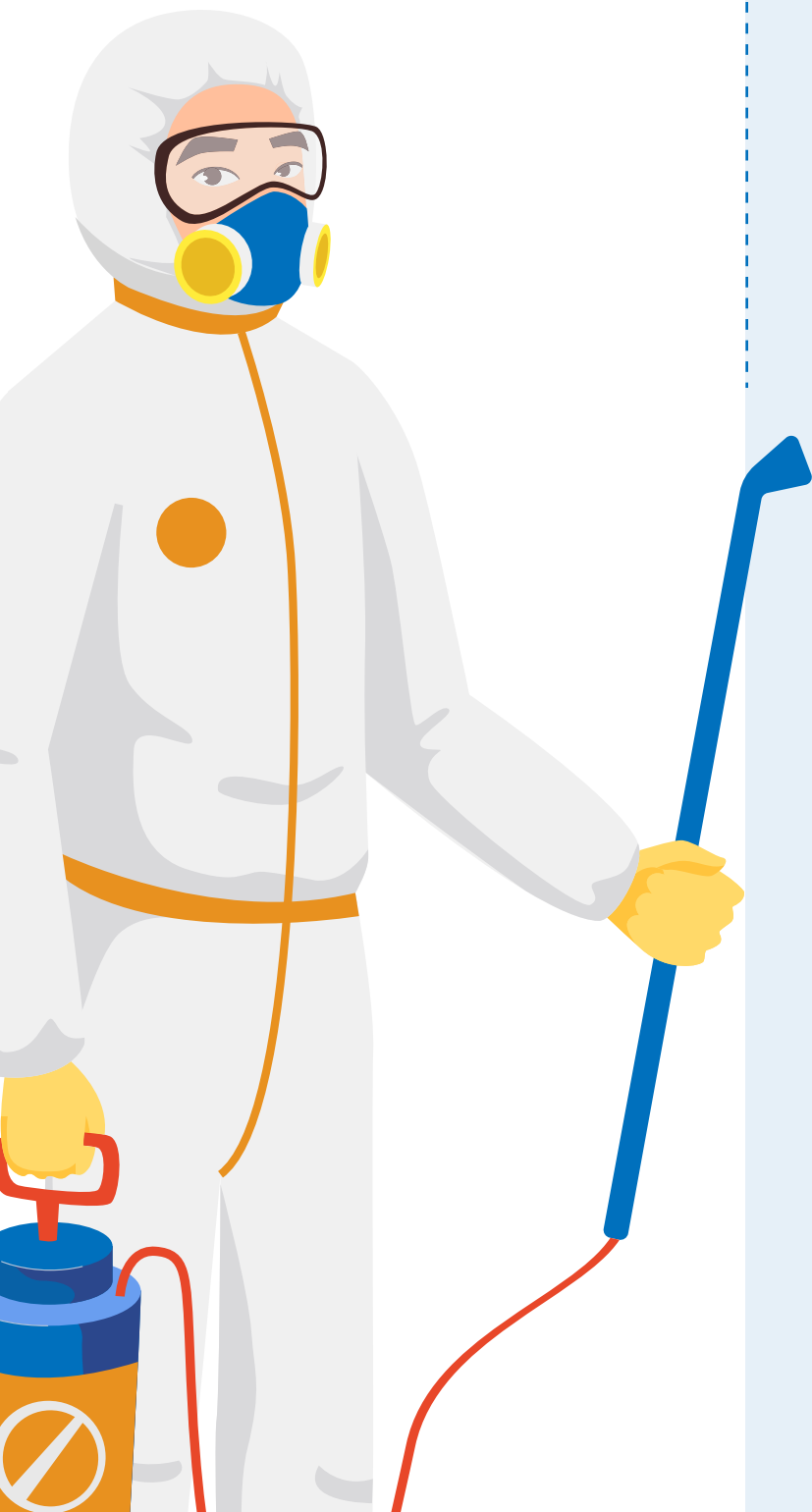
## Manage all environmental services in an all-in-one solution

It is important to present an online booking system that reflects your operations. A system that limits the same number of bookings per day, per month, per year as the current service requires. With a highly configurable set up process, Zipporah enables users to create system restrictions that reflect the service and ensure citizens can only book the appropriate number of appointments based on the recycling centre rules - resulting in a smooth efficient and automated operation.

Take a look at our Bulky Waste success at one of our ‘can do’ council clients  
**HarrowCounty Council**

[Learn more](#)





## Less hassle, less worry, BETTER SERVICES

Pest control officers must know more than ever exactly where the pest issues are arising to maximise the use of resources. A 'can do' council is readily aware of what issues they will be faced with when arriving at a job with limited chance of any untoward surprises upon arrival. The Zipporah system ensures these details are captured upfront with rules associated to specific booking types to make sure urgent matters are dealt with accordingly and allocate the right people for the job. A 'can do' council will always be prepared for any visits having collated all relevant information ahead of time and easy access to details through Zipporah's responsive design - allowing for all information to be viewed and updated on a mobile or tablet device.

### **Upfront costs at all stages of booking. No hidden or unwelcome fees.**

A 'can do' council will always ensure that customers are guided through the booking process with any and all costs associated with their chosen service requirement readily available and carry out the payment before confirmation with the Zipporah API - allowing for comprehensive integration with any finance system. 'Charging structures can change depending on the service requested. With Zipporah, easily define costs when it comes to

public collections and successfully differentiate where they may have X numbers of free collections before charging starts or a scenario where certain benefits entitle customers to reductions in cost. Zipporah supports this with a system that offers a comprehensive solution that can handle the level of complexity for even the trickiest of charge-bands. Complex structures for payments are also supported by Zipporah whether these are based on a per-item cost or bandings of x number = cost A or combinations of both.

The Zipporah solution is heavily role driven ensuring that when amalgamating your resources into one convenient location there is minimal risk of fundamental errors in the back end of the system when working with multiple teams. The various degrees of control access for each user are dictated by you allowing for limited access by the public aside from bookings and higher access for management.

The 'can do' council now has a whole breadth of tools to be able to optimise each service and develop them further with total control of the system.

### **All under your control, all the time**