



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 when managing their INTERPRETER SERVICES?

The use of council services is crucial for all citizens throughout the UK and feeling isolated by such services could prove detrimental to the livelihood and wellbeing of non-English speaking residents who may be unable to access these services. Interpreters and the ability to book interpreters ensures that all residents can feel a part of the community.

A 'can do' council is achieving a much more cohesive and efficient way to assign interpreters to cases as well as smarter ways to carry out translation services. 'Can do' councils are reducing transaction costs through the automation of their services, minimising payroll errors with smart functionality to monitor expenses, and being able to locate the right interpreter with the right skills automatically.



The bridge between council and citizen

For a 'can do' council, accountability plays a huge role in the scheduler system as accountability for individual interpreters takes the pressure off your admin teams as it is now down to the interpreter to ensure their details and calendars are correct and up to date. A 'can do' council is continually striving to bridge the gap between citizens and councils – especially where a language barrier can be complex. Improving how citizens can book the translation of a document or request an interpreter for an appointment allows a 'can do' council to deliver interpretation services, and manage resources in the most efficient, cost-effective manner whilst delivering greater backend integration and management reporting.

How can Zipporah help TRANSFORM your council?

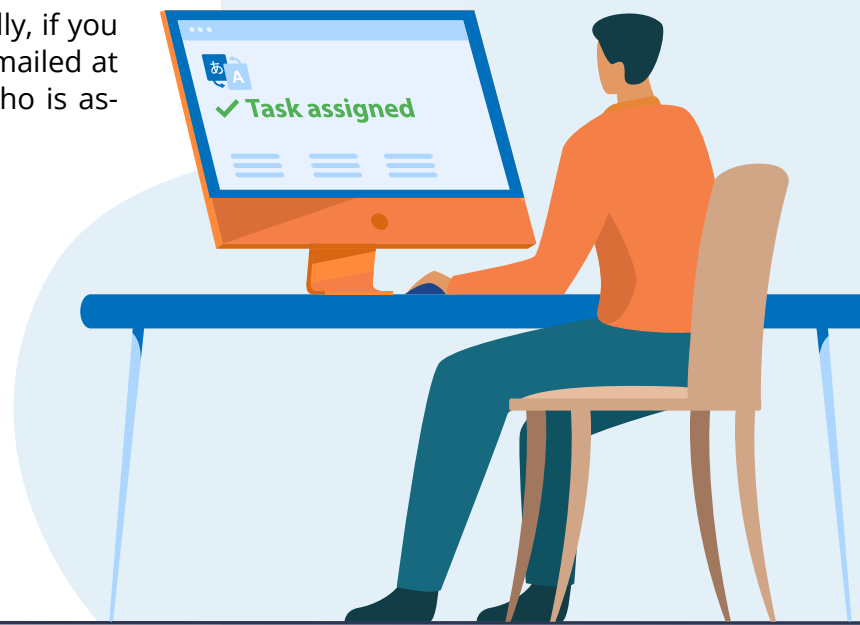
Firstly, when it comes to reviewing jobs and allocating them to your interpreters, Zipporah has worked hard to make it easy for you to see and do. Zipporah provides a job sheet listing view which gives you up-to-date information on the requests received and colour codes informing you of urgent requests and those of less priority. At the click of a button, the system can allocate to meet your needs, based on priority for staff, skills required, and where recommendations may be specified such as distance and time the translator would take to reach an appointment if it is face-to-face. You are also able to see individuals' present commitments and where their next allocation is - allowing you to simply view who is available. Once allocated you can pass this booking to the relevant interpreter as an auto-accept or allow them to confirm it manually, if you choose, via their login. All parties are emailed at all stages to ensure everyone knows who is assigned to what job.

Manage all areas of your service from interpreter management, customer management and administration management

- Set up their profile such as their base location, language skill set, etc. To ensure they are only allocated to jobs in which they meet the specified criteria of a job.
- Review the list of jobs allocated to them and (if you allow) accept or reject allocated jobs.
- Review their calendar to see what the day looks like. Including colour coding so they can see at a glance what type of appointment it may be or where they need to go and hover over to see more details.
- Lockout times can be added to individual accounts if they are aware of a particular date/time that they will not be available, ensuring that those recommended to you are readily available and will reduce the time spent searching.
- Allow your interpreters to update the actual time spent on appointments compared to booked-out time.
- Allow them to add evidence for audit to show the time spent and jobs completed.

All of this can ensure the systems are updated in real time, so when your interpreter has finished early, they are immediately available to be allocated to another job, maximising the use of your resources.

All of this management functionality can ensure the systems are updated in real time allowing to manage all elements that come with offering interpretation and translation services., so when your interpreter has finished early, they are immediately available to be allocated to another job, maximising the use of your resources.



Discover the wonders of INTEGRATIONS

When all activity is completed by your booked interpreter, you can review the interpreter's timesheets and view the hours paid according to your cost structures. Mileage can also be calculated and imported into expense systems etc where APIs are available to allow you to monitor the expenses of both internal staff and third-party.

Complete resource management with finance integrations

Integrations play a key role in the Zipporah solution with the integration to several other systems including third-party interpreter providers systems and financial systems. Zipporah offers a comprehensive integration with your payment engine provider allowing for complete management of your finances from start to finish. The system allows for quotations to be sent directly to the customer dependent on services chosen prior to the completion of the booking appointment – if they are happy with the quote, they can simply pay online and receive immediate confirmation as a receipt of transaction. This removes the need to spend time formally contacting the booker to discuss quotation as well as allowing for confirmation of quote by the customer in real-time and all payments made upfront ahead of appointment.

All under your control, all the time

For interpretation services, it may not just be the interpreter options you require. You may also offer translation services. Zipporah offers document upload functionality to make the translation process much more efficient for all parties involved. The customer simply uploads their document – paying prior to acceptance by the interpreter – the document is then translated and returned fully completed to the customer – eliminating the need for postage fees, minimising the wait time for the citizen to receive their document and reducing time spent by the translator who now has the capacity to accept further jobs. It really is that simple.



As with any Zipporah system, everything is controlled and defined by you.

Build the system that you need!