



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 can you achieve when managing bookings for SPORTS & OPEN SPACES?

Online bookings for sports and venues are far from a new concept. Or are they? It may be surprising, but some organisations still opt for more traditional methods such as Excel and phone calls to take bookings and payments for sports pitches and venues... but not a 'can do' council. The 'can do' council knows the difficulty and pain points of managing multiple resources, in multiple locations with multiple activities and decided to make a change – A CHANGE that allowed for an optimal way of managing these resources in one simple and, easy-to-use system.



Maximise resources. Maximise revenue.

A 'can do' council has already taken the opportunity to better the way they operate as a service to work favourably for both staff and customers. From eradicating the potential of double bookings to creating charging structures that give upfront and correct costs first time - minimising the frustration of staff and disgruntled customers. The Zipporah solution has allowed the 'can do' council to pursue greater partnerships with third-party organisations allowing for a whole host of possibilities to generate further revenue and maximise that same revenue at a time when council purse strings are tighter than ever.

A 'can do' council manages their budgets more efficiently with the ability for teams to work with them under "subscription" payment... what does that mean? Receiving an upfront lump sum payment and then allowing your customers to call off against their designated subscription has helped secure budgets and is an alternative to standard card payments. The 'can do' council is already seeing the benefits of this solution and constantly strives for ways to enhance this service, increasing satisfaction publicly and internally.

How can Zipporah help

TRANSFORM

your council?

The Zipporah solution firstly boasts a simple user interface that anyone – no matter technical ability can easily utilise as they progress through the straightforward customer journey. Whether they know exactly what they are looking for or are simply in need of a little inspiration – the intelligent search portal accommodates both. Full searching of resources enables individuals or groups to search for and locate a full range of resources to suit their needs with the aid of visual images, text descriptions, or 360 degrees videos of the spaces. So, whether they're looking for water activities on a Monday evening after 6 pm or a local brownies club for their daughter, they can be easily located and booked with this tool – allowing those to search beyond what they know.

Comprehensive integration with all finance providers makes online payments even easier

Now, it's not just the searching capability that the Zipporah solution offers... When progressing through their customer journey, they can view any prices associated with their chosen venue or activity upfront and carry out the payment at time of booking or later. The Zipporah API allows for comprehensive integration with any finance system. Each resource may boast a different charging method – some may be free; some may require a deposit, and some may be discounted for eligible parties.

No charge band is too complex

All of these are dictated and set up by you – no matter the complexity of the charging structure, you can feel confident that when set up, the Zipporah solution will ensure all costs are calculated correctly and minimise the risk of crucial mistakes when cash handling. On that note... You don't want to struggle with managing invoices. We have that covered too. Our system can produce invoices for you to send or create a file for your finance system

A 'can do' council looks for effective ways to manage difficult charging bands and structures – none more so than the VAT waivers that can be problematic for sports pitch bookings. Working with a VAT accountant, Zipporah took the time to ensure that the VAT waiver calculation functionality – which can be complex when managing sports bookings – 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).



Discover the wonders of EASY COMMUNICATION

Weather too severe for the rugby team to run around a muddy field? Pilates instructor called in sick? Don't worry – The Zipporah solution allows for not only SMS and email confirmation to bookers, but mass messages and alerts to be sent to clients or the public when necessary to any data list associated with the resource - ensuring your customers never miss a communication.

Complete resource management

If you're looking to manage all resources in one place a comprehensive reporting dashboard is just what you need! Zipporah offers a visual reporting suite that allows you to view any data or information you deem fit for example;

- No shows.
- Fire and evacuation lists for every venue.
- Accommodation requirements.
- Utilisation of resources,
- Yearly, monthly, and weekly comparative percentages.
- Financial reports.

All under your control, all the time

All data can be downloaded into excel for manipulation of the information as required. The reporting **dashboard** allows you to really understand how you might be able to maximise those resources for the better or even minimise them to make way for new potential, revenue generating opportunities.



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

Build the system that you need!