

GOSS DELIVER NEW WEBSITE AND INTEGRATED CRM VIA CLOUD HOSTED SAAS SOLUTION (INCLUDING E-FORMS)

The new website platform / CRM is part of a wider organisational service transformation project. Powys will be creating their own new website in house, which will use GOSS templates and be hosted on the GOSS cloud platform. The council plan to follow the task based approach, offering end-to-end processes as self-serve or assisted service. Workflow and back office integration behind the web forms will surround customer interaction including creating records in the CRM that staff and customers alike can view and interact with.

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Throughout procurement and the initial discovery phase so far, we have found GOSS to be very knowledgeable and 'on point' regarding technical aspects, integration, the top task approach, process mapping & transformation, agile development and particularly the challenges that local authorities face.

Powys County Council

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Get started today

Find out how GOSS can help you get the best possible results from your web strategy.

www.twitter.com/gossinteractive

WHY GOSS ICM APPEALED TO POWYS:

- It's used by lots of other authorities so GOSS have experience (and things like forms & workflows) they can share.
- GOSS have already worked with common suppliers to authorities on back office integration so the process will be smoother, faster and cheaper.
- The whole system is very flexible so forms and workflow can be easily changed in house without having to go back to a supplier. This means Powys can develop processes iteratively and respond quickly to feedback on customer UX.
- The forms are 'intelligent' and can be saved.
- GOSS iCM has a 'form replicator' so you can create forms quickly and easily.
- It's the only platform offering with a properly integrated CRM - Customers don't have to break with what they're doing and visit a 'Customer Portal' in order to interact with us. Also, staff and customers see the same screens.