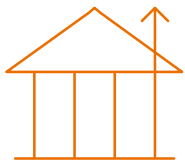


TAKE REVENUES SELF-SERVICE TO THE NEXT LEVEL



Citizen Access - Revenues (CA-R) streamlines Council Tax, Business Rates and Landlords' services by enabling members of the public to do more online.

ADVANCED SELF-SERVICE

Citizen Access Revenues (CA-R) is a suite of online services that fully integrates with NEC Revenues & Benefits to provide tax and ratepayers with full online access to their accounts. Allowing people to report changes and take control of their account management helps improve customer service, while real-time integration cuts out re-keying of information.

From small district councils to major unitary authorities, our clients have selected Citizen Access - Revenues to take their self-service strategy to the next level. In the last 12 months, CA-R has processed and automated more than 2 million updates for our customers. That would take 160 FTEs to manually process that work!

- Easy access to Council Tax & Business Rates services from a computer, tablet or smartphone
- Less paperwork and fewer direct enquiries
- Real-time integration with NEC Revenues & Benefits, avoiding duplication of effort
- Customisable questions, help text and the look & feel to match your authority's public image

EASY TO USE

Accessed from your website, you can tailor the questions - and even the colours - to match your needs and ensure that only essential information is requested. And with a range of authentication options, including through third party corporate customer accounts, CA-R makes it easier than ever for the public to engage online.

Members of the public can go online to complete transactions, like a change in address or setting up a direct debit. But it doesn't stop there. They can also log in to their corporate account to see their balance, check the next instalment or apply for SMS communications. So they have access at any time to clear and simple updates on their accounts.

NEXT-LEVEL AUTOMATION

Information provided in forms is automatically validated against revenues accounts so you only need to view exceptions. And when staff or customers are signed into their accounts, forms are pre-populated with their information to save time. What's more, any evidence uploaded from a computer, tablet or smartphone will automatically update in NEC Revenues and integrate with your Document Management System.

Contact centre staff can use CA-R too, enabling them to provide extra support to those who need it without accessing the back office, safe in the knowledge that a full audit trail is retained.



Simple and intuitive
online forms



24/7 access to
council services



Reduce manual
processing

For more information on the services NEC Software Solutions offers visit our website necsws.com or get in contact with us at revsandbens@necsws.com

