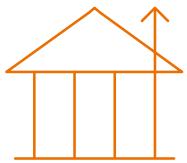**NEC**

GIVING MEMBERS OF THE PUBLIC MORE CONTROL WITH SELF-SERVICE

Citizen Access is a fully hosted self-service platform that offers flexible questions and advanced automation. Make it easy for people to engage online, so you can deliver better Revenues & Benefits services and lower your costs.

EASY, ANYTIME SELF-SERVICE

Fully integrated with NEC Revenues & Benefits, Citizen Access allows secure access to accurate data. It's simple for citizens, landlords and organisations to make simple queries about Council Tax or Business Rates, report changes in circumstances and even manage their account online. The easy to follow screens accessed from your website capture the right information. And the answers given determine the next set of questions to keep all forms quick and simple.

Tailor the questions and help text to suit your policies, or update the font and colours to match your corporate website. It adapts to your needs, and the needs of your citizens. With over 115 authorities using the platform, Citizen Access has processed and automated 18 million transactions in the last year.

"With Citizen Access we have a system that is fit for the future and meets the demands of our citizens."

Tim Savill
Assistant Director Revenues, Benefits and Rents, Birmingham City Council

- Fully integrated self-service with NEC Revenues & Benefits so your citizens can do more

- Automated and responsive, saving you time and money

- Customisable to your needs, everything from text, colour and logo can be updated to fit your policies and brand

- A platform that can adapt and innovate, to meet the needs of tomorrow

AUTHENTICATION MADE EASY

Drive your citizens to do more online. With everything from viewing their latest statements to setting up eBilling, all they need to do is follow a simple authentication process using information held by the authority or through a corporate portal. On the first time of entry, people are asked for personal details already held in NEC Revenues & Benefits. Once this information is verified, they can securely access the full functionality using their Customer Portal logins.

Once verified, members of the public can complete forms and upload evidence. They even get immediate confirmation of the changes in a PDF as part of the process. And a full auditable trail is automatically sent into NEC Revenues & Benefits and the Document Management System of your choice.

ADVANCED AUTOMATION

Citizen Access reduces manual processing at every stage. As well as giving customers quick and easy access to key services, the information provided is automatically validated before the Revenues and Benefits account updates, cutting out re-keying and keeping the data accurate at all times. You can also provide key contact centre staff with authenticated access, enabling them to help customers locate and update information without the need to access the full Revenues and Benefit system. The login details and the full audit trail is recorded for any customers or Local Authority users updating the system.

MEETING THE DEMANDS OF THE MOMENT, AND THE FUTURE

We know that local authorities can't control or predict every aspect of the workload that is placed on revenues and benefits departments. You need to be able to adapt on short notice, and therefore, so do we.

The Citizen Access platform has proven time again that it can innovate to meet the demands of the moment. During the pandemic, we developed and implemented Citizen Access - Self Isolation Payments in under a month to meet the evolving requirement for Test and Trace Support Payments. Or take the Council Tax Rebate for Energy Payments. We created a solution to help local authorities deliver the funding to members of the public in just a few weeks.

Simple
self-service

Customisable
and automated

Ready for
the future

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**