



“ GOSS worked with us to see where savings could be made by Channel Shifting to the web. We realised if we could move a third more activity to the web, we could achieve some major efficiency savings. ”

ANDREW PICKESS, BUSINESS DEVELOPMENT MANAGER, BASILDON BOROUGH COUNCIL

MODEL YOUR CHANNEL SHIFT COST SAVINGS

An astonishing number of Local Authorities attempt to make customer service efficiency savings without first establishing a clear picture of their current service delivery channels and costs.

Making an accurate and detailed analysis of service channels enables you to understand how customers deal with your organisation today, and how this could change in future. Importantly, it also enables you to understand how much each transaction costs currently, and how much you could save by shifting more transactions to lower-cost channels.

With the GOSS Service Analysis Tool you can establish a robust, realistic view of your current channel usage and transaction costs, and calculate potential savings from moving transactions to alternative channels.

Key benefits include

- ▶ Understand service delivery costs
- ▶ Create a baseline for change
- ▶ Reusable to measure progress
- ▶ Designed for local government
- ▶ Robust efficiency savings forecasts
- ▶ Granular, service-level data
- ▶ Configured to your services
- ▶ Based on SOCITM principles
- ▶ Communicate costs and objectives
- ▶ “Whole organisation” picture



