



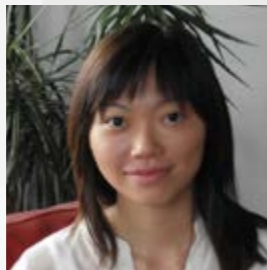
Government Services



DORSET SOFTWARE

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Contact Us



Our work has assisted many public sector organisations to meet and exceed their goals.

A member of our account management team is waiting to take your call, offering experience-led consultation on how to deliver success for modern government bodies.

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About Dorset Software



Dorset Software specialises in creating custom IT systems, helping government organisations increase efficiency, promote transparency and improve accountability. Our list of clients includes Woking Borough Council, the NHS Litigation Authority and Wandsworth Borough Council.

Besides the development of bespoke systems, Dorset Software also offers software development consultancy to a string of successful clients across the sector.

It has also delivered round-the-clock infrastructure support for activities ranging from public waste administration to democratic process management. Support services are administered by knowledgeable, pro-active staff boasting decades of experience in the field.

With a 100% track record of delivering projects on time and to an agreed budget, its solutions always meet - and often exceed - client expectations.

Dorset Software's tried-and-tested development methodology has underpinned 25 years at the heart of both local and national government organisations.

Government Services

Co-ordinating councils

Dorset Software provides the public sector with world-class IT solutions, capable of recording, regulating and supporting all operational processes.

In partnership with prominent UK councils, it produces web-based democratic process management applications. These log, prompt and process all legislative actions, allowing civil servants and elected officials to collaborate swiftly and securely from almost any location.

Its solutions interface with an array of external systems including websites, document management systems and databases, generating context-sensitive minutes, agendas, workflow documents and management reports.

Armed with this information, key decision makers can formulate policy from a position of absolute perspective. They can also rest assured that all required actions are swiftly executed, ensuring delivery matches policy.

Additional benefits include enhanced visibility of the democratic process for members, officers and the general public. Through the integration of document management and public website systems, information on key decisions can be immediately and routinely publicised.

Furthermore, Dorset Software systems add greater accountability to the legislative process, creating an ever-present audit trail. As all records are stored centrally, they can be reported upon with high levels of accuracy and relevance.



Process Management

Gaining efficiency with Dorset Software

Corporate communication systems

Dorset Software has extensive experience in the deployment and customisation of Microsoft Lync, which allows organisations to increase efficiency and reduce operating costs through their use of digital communications. By assigning each staff member a unique online profile, it allows users to connect through voice, text, video and more, using their existing workstations.

As calls between all internal sites shift to IT networks, their costs are significantly reduced. Microsoft Lync also allows off-site workers to function exactly as if sat at their desks, from any location with a broadband connection. Through integration with Microsoft Outlook, a complete picture of an organisation's real-time availability is built, ensuring queries are directed to the most appropriate staff, immediately.

Customer Relationship Management systems

Dorset Software is also skilled in the development of CRM systems, both of a heavily customised and entirely proprietary nature. Such systems might be employed in the management of external contractors, landlords or property maintenance organisations, arming agents with the knowledge needed to deal more swiftly with previously unknown external parties.

Knowledge base systems

Centrally hosted knowledge base systems increase efficiency through the familiarisation of staff with common tasks or internal systems. Dorset Software develops a wide range of user-generated and centrally authored solutions, according to demand.



"Bespoke software systems can increase transparency and accountability throughout a corporate body."

**Simone,
Project Manager**



Empowering service delivery

Dorset Software has experience in the provision of public-facing council services. It has developed a range of resource management solutions on behalf of state bodies, covering items as diverse as library materials, social housing and household waste.

Its work has assisted in the delivery of e-government recycling objectives, transforming the waste management reporting capability of many prominent local councils from a series of rudimentary Excel spreadsheets into fully transparent, efficient integrated systems. Besides monitoring over half a million tonnes of refuse per year, these systems have acted as a hub around which all aspects of civic sanitation can unite. Abandoned vehicles, recycling participation, third-party collections and more are now logged in an integrated fashion.

Through the centralisation of such key data, councils gain more thorough insight into waste flow, highlighting areas for further efficiency savings. This also reduces the costs inherent in maintaining multiple, specialised waste management systems. Dorset Software therefore helps to deliver better public services at a reduced cost.

This work has enabled organisations to reduce IT maintenance costs, easily and reliably disseminate key directives and bring key services online. This eliminates the use of comparatively expensive paper-based communication.

Online publication of government targets and current delivery progress enhances the ongoing dialogue between members of the public and local service providers, creating transparency.

Building a better emergency response

Dorset Software's bespoke systems provide many public bodies with a greater quality of data, allowing swifter, informed decisions to be made as situations develop. It has built incident centre response solutions for bustling urban environments, bringing together an array of disparate reporting programs into a single transparent, stable application.

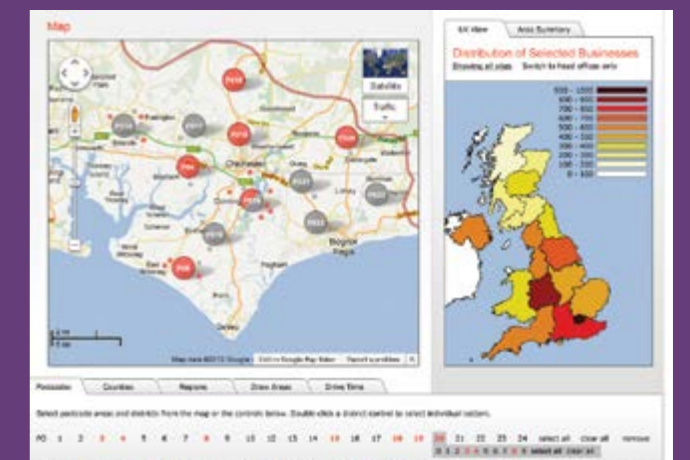
Through the use of these systems, councils have been able to cut operating costs, avoiding the re-entry of data or drawn-out reporting and maintenance procedures.



All incidents are managed from one centralised location, ensuring greater transparency and a reduction in operating costs.

Central Government's growing need for management information is also automatically met, since all incident reporting systems become fully integrated.

Finally, management staff benefit from a range of previously impossible features, including automated handover emails for shift workers, rich enterprise-wide report generation and an ability for work to continue in the event of internet connectivity issues. Once deployed, Dorset Software systems assume an integral role, monitoring additional incident types, such as anti-social behaviour and the maintenance of social housing.



Enhanced reporting features enable more perceptive incident management, allowing instant, customisable access to all data.

Formulating future policy

Dorset Software has operated in partnership with organisations such as Ipsos MORI and Foresight to deliver systems that support high-level policy formation within central government.

Working on behalf of the Government Office for Science, it has constructed solutions to aid collaboration between prominent scientists, futures analysts, civil servants and elected officials.

Allowing specialists to share and discuss relevant papers and alternate forms of evidence, the systems help to shed light upon future trends that could have a huge socio-economical impact on the UK, across 50 years.

Through the integration of web-based user interfaces alongside a series of granular permissions, such systems become invaluable resources for all wings of Government, acting as an ever-present source of information, freely available to all legislators.

Areas of policy covered by specific instances of the system extend to climate science, social sciences, economics, human rights and space exploration, though each solution is fully extensible to support any application or policy area.

Dorset Software's work empowers collaboration at the highest level of government, enabling experienced strategists to collaborate swiftly and easily.

"Dorset Software empowers collaboration at the highest level of government."



Performance management systems

Dorset Software has experience in the production of performance management systems for non-departmental government bodies. Its systems have administered, logged and managed the training of staff occupying sensitive roles, forming an integral part of HR delivery, organisation-wide.

Case management systems

Dorset Software has produced extensive case management solutions on behalf of national public sector bodies, assisting in the management of litigation claims in cases of negligence. Interfacing directly with pre-existing financial systems, they have delivered unforeseen benefits such as improved transparency and capacity for mobile working.

Extranet systems

Public sector organisations have called on Dorset Software to produce advanced extranet functionality, aiding collaboration between key service suppliers and state bodies. As a consequence of their deployment, operational efficiency has increased, alongside stakeholder confidence.

Case Study



The challenge

With a wide range of committees making a vast array of decisions, Woking Borough Council had no visibility over legislative motions or their associated actions and tasks. To track decisions took an immense amount of resources. The process was labour-intensive, expensive and inefficient.

The Council recognised that it needed a corporate tool that would help it to manage and track all subjects raised and their outcomes in the corporate decision-making process, and to improve the transparency of the system for members, officers and the public.

The Council also needed a reporting tool to monitor the decision-making process and to measure performance in implementing decisions.

"We really like the Dorset Software team. They worked in partnership with us to understand our business needs and then developed and implemented a unique, effective solution."

Ray Morgan, Chief Executive, Woking Borough Council

The benefits

Shikari delivers a host of benefits to Woking Borough Council. It improves overall governance arrangements, helps to streamline and monitor the decision-making process and enhances the transparency of this process.

The solution

Woking Borough Council initially commissioned Dorset Software to undertake a comprehensive needs analysis to determine its unique requirements, suggest areas for improvement and to construct a solution specification.

Based on the specification, The Council selected Dorset Software to provide a bespoke Democratic Process Management application. Building a strong partnership with Woking Borough Council, Dorset Software mapped its internal business processes and determined its exact requirements through the use of a prototype and an iterative solution design process.

The bespoke solution, Shikari, is a web-based application that interfaces with the Council's intranet and public website and integrates with its document management system.

Shikari also enables the outcomes of decisions to be tracked, increases accountability across the organisation and ensures that performance against targets can be monitored.

Some Of Our Clients



"Dorset Software was very conscious of the need to ensure that we got what we wanted. They weren't just thinking of the 'now'."
Kevin Hayter, IT Project Manager, London Borough of Wandsworth



"The software has worked flawlessly from day one and its intuitive design makes training quick and straightforward."
Steven Ford, Operations Manager, Western Riverside Waste Authority



"Even after 10 years we have chosen to carry on using Dorset Software as and when we need temporary development resources, and will continue to do so."
Chris Clements, Director, RM Education



"Dorset Software's excellent documentation and project management approach meant we launched the Manx Biological Recording Partnership Database on time and to budget for use by our Partners on the Island."
Jude Dicken, Manx National Heritage, Isle Of Man Government



"The development process is structured but flexible and I always feel like I know where I am in the schedule and that deadlines will be met."
Andy Haylett, Director, Ipsos MediaCT

Get In Touch

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