

Customer Service in an Electronic Age

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The challenge

- ▶ To provide information to assist customers
 - Accurate
 - Up to date
 - Complete
 - Quickly
 - Easy to access
 - Non threatening

Why?

- ▶ Government and Public expectation
- ▶ Is this always the same thing?



How Does Electronic Help?

- ▶ Low maintenance cost solution
- ▶ Allows non threatening access to help yourself
- ▶ Reduces queries needing to go through to the service.
- ▶ Smarter queries are made
- ▶ Empowers the customer to become involved

Tandridge Solution

- ▶ Needed to follow the e-gov agenda
- ▶ E-billing
 - The way of the future
 - Reducing costs
 - Obvious step forward
- ▶ E-benefits
 - Notification letters
 - Access to accounts
 - Monitoring overpayments



Tandridge 2

- ▶ Engaging with the 3rd sector
 - ▶ CAB
 - ▶ Landlords
 - ▶ Housing
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- ▶ Internal communications
 - ▶ Customer Service (in and out)
 - ▶ Holistic solution (eg corporate debts)

Future Benefits

- ▶ New generation expect information electronically
- ▶ Comfortable with online security
- ▶ Could reduce the need for outreach offices
- ▶ Being at the leading edge rather than 20 years behind!

