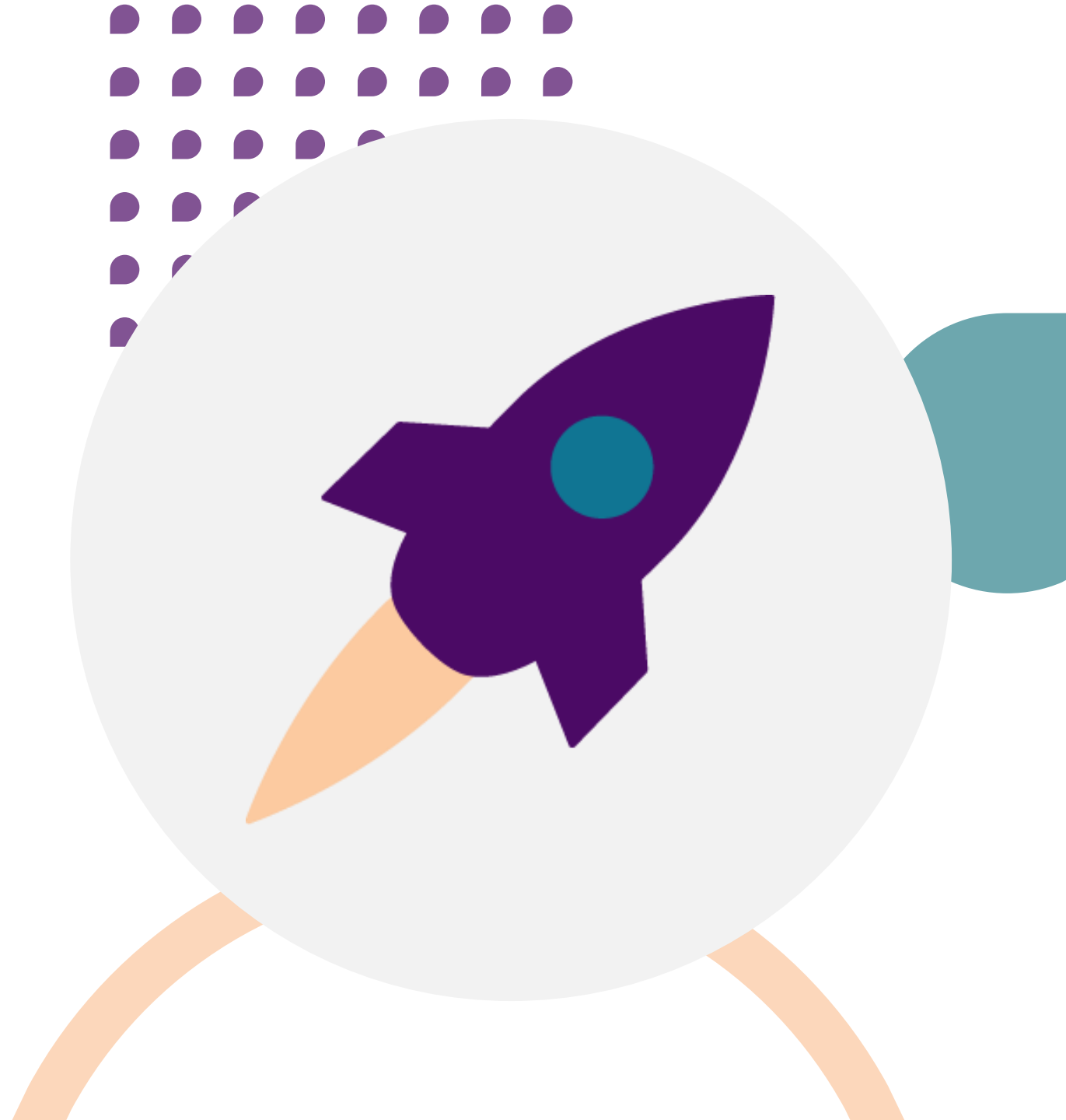


GDSS

Powering Digital Public
Services

7th March, 2024



History of GOSS



1999

GOSS is formed

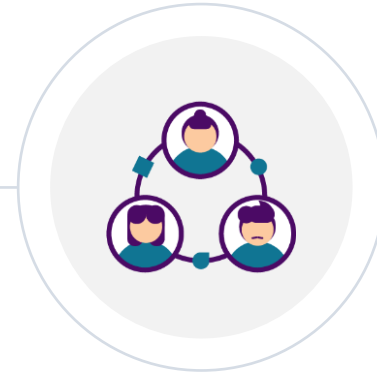
GOSS is formed and becomes one of the largest web CMS providers across the UK public sector.



2012

GOSS Digital Platform released

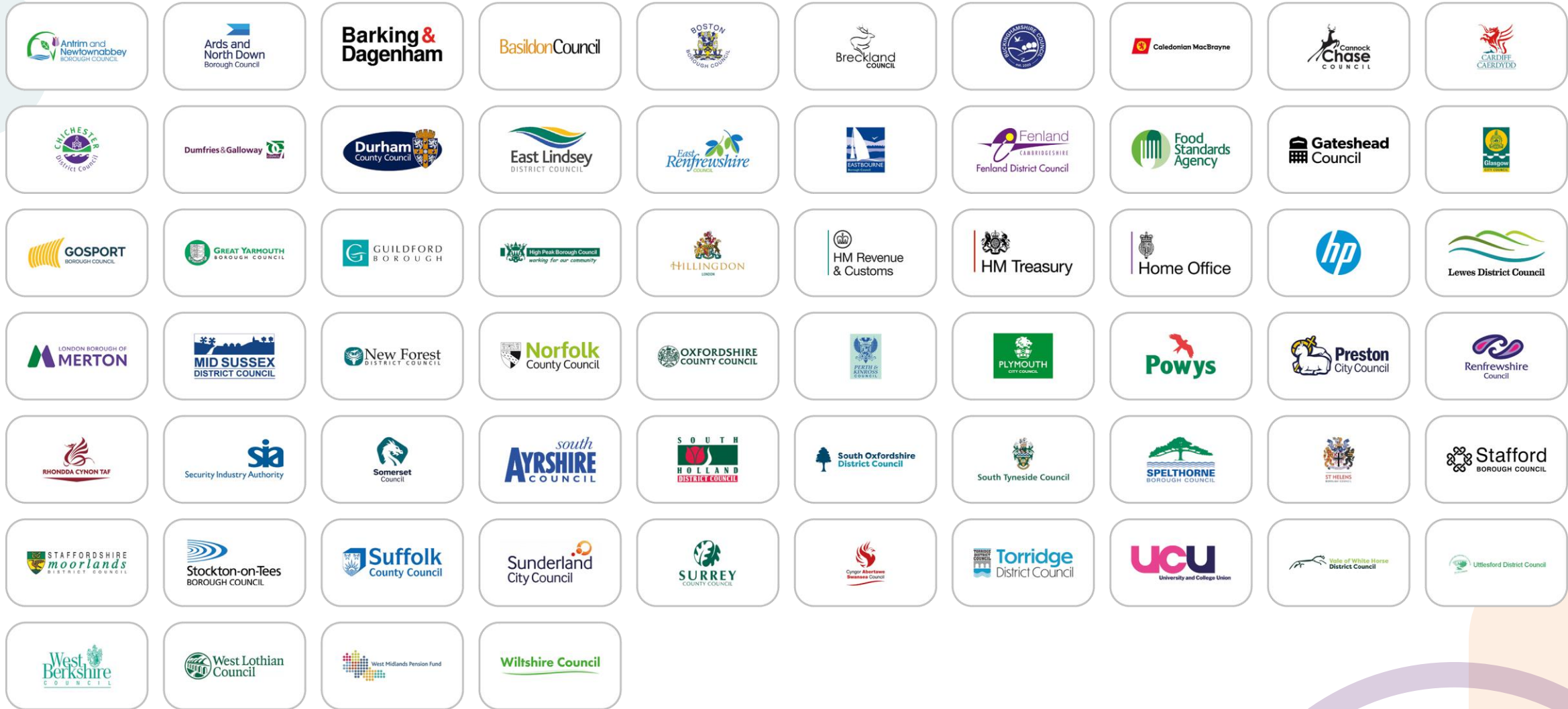
GOSS release the first iteration of the GOSS Digital Platform – providing a replacement CRM capability.



2020

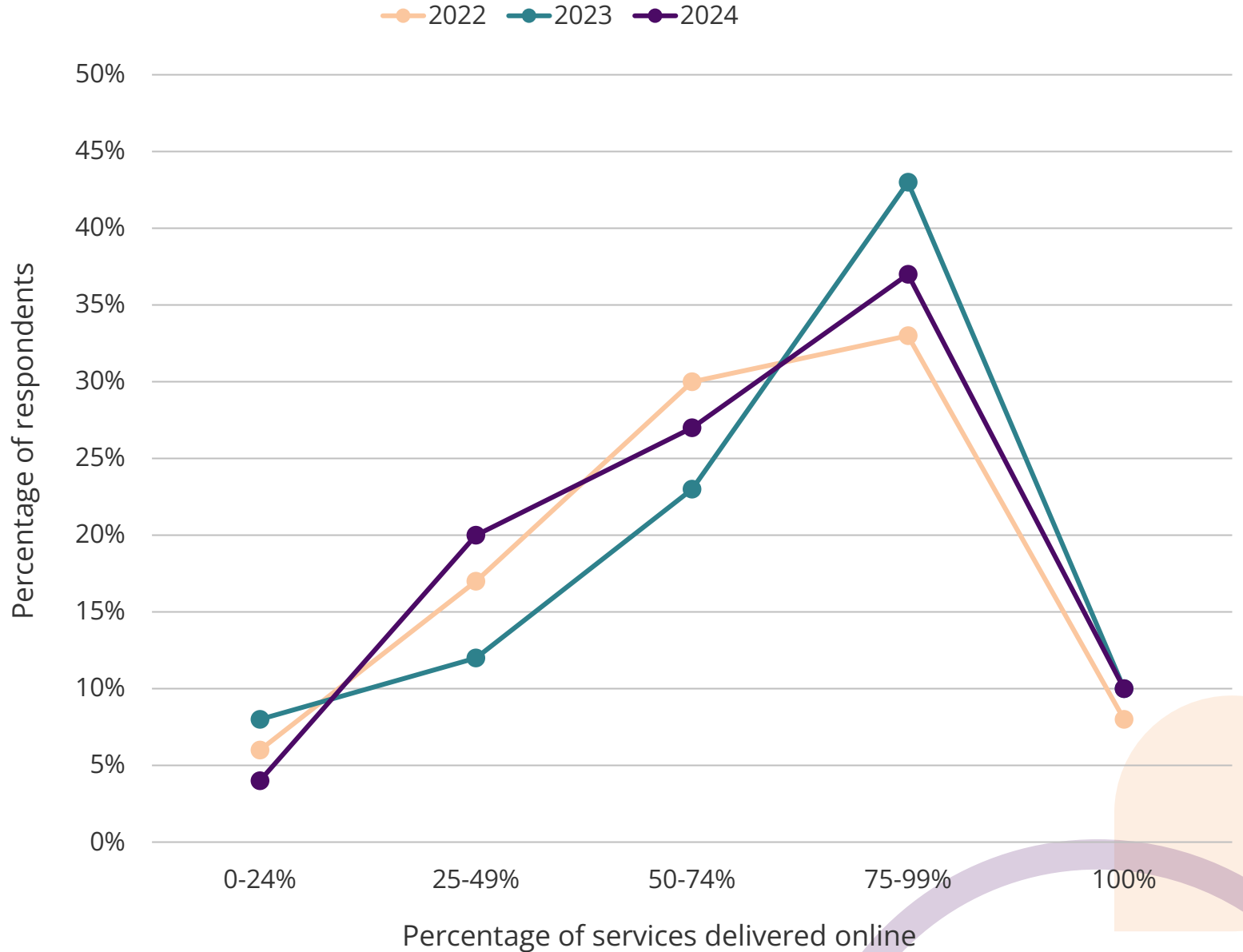
GOSS no-code case management

GOSS release their no-code case management solution to easily track and manage customer requests.



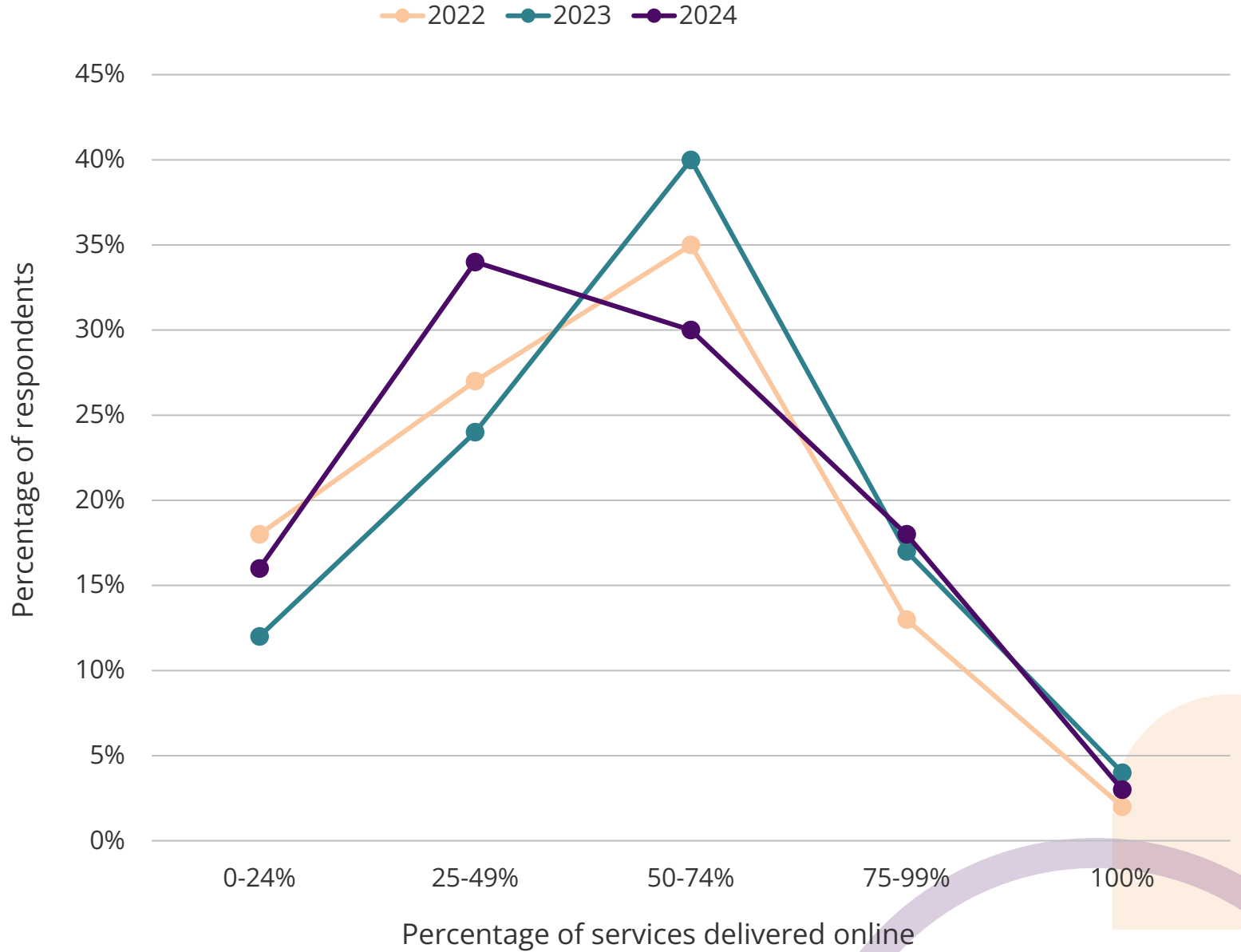
Self-service in 3 years

Graph displays the percentage of services respondents state will be delivered online in 3 years' time.



Self-service today

Graph displays the percentage of services respondents stated were currently delivered online.



Challenges preventing digital transformation



Cost of digital transformation

81% of public sector respondents say the cost of implementing digital transformation is prohibitive. Further 77% say cost of moving from one system to another is too much of an undertaking.



Systems inadequate for digital transformation

79% of public sector respondents say it's difficult to integrate digital self-servicing with their existing systems.



Staff skill shortages

82% of public sector respondents say – their organisation lacks adequate staff skills to implement digital transformation.

Factors slowing digital transformation delivery



Reduction in digital transformation budget

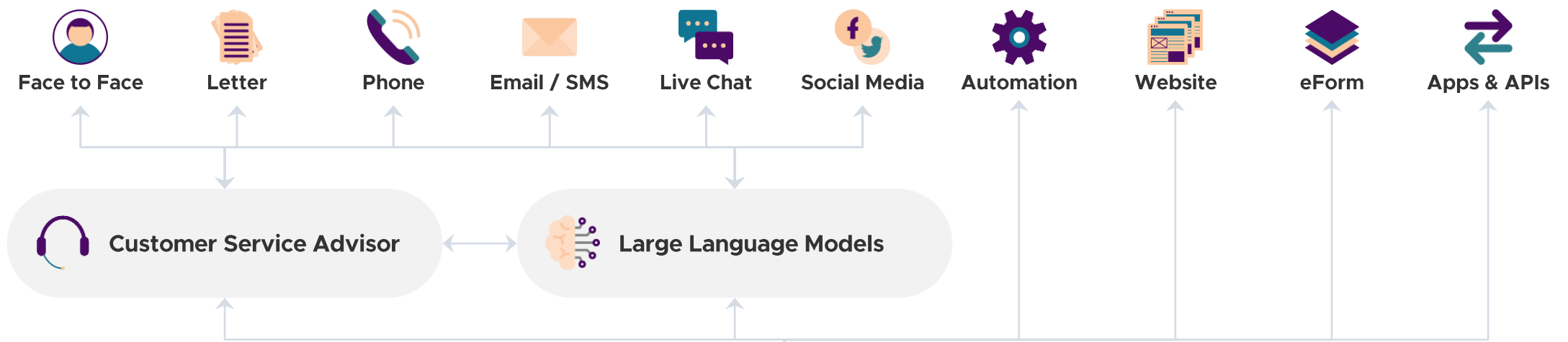


Changes to central government policies

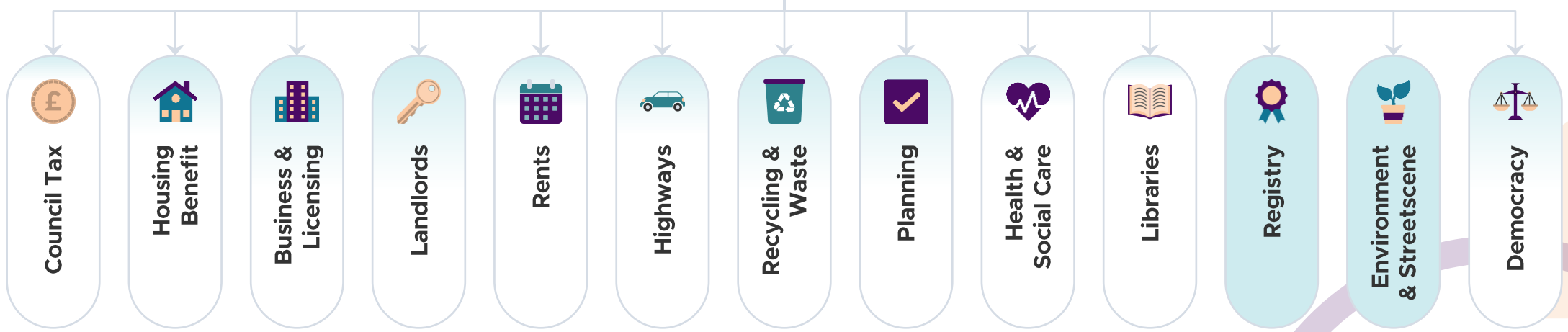




**So how do we do
more with less?**



GOSS Digital Platform



Delivering results

Powys County Council – Year 1 of GOSS Self-Service



We can now build our own processes. We liaise with departments and consider customer feedback to build something completely bespoke to our requirements. That's ultimate flexibility.

Chanel Access Manager
Powys County Council



50%

reduction in emails to customer services

80%

reduction in calls related to waste depots

96%

satisfaction rate for Bulky Waste

Delivering results

East Renfrewshire – Report a Missed Bin Service



75% reduction

Time taken to close missed bin reports

8.2 days using previous platform

2 days using GOSS



50% reduction

Non-genuine missed bin reports

26% using previous platform

13% in using GOSS



58% reduction

Case closure reasons categorised as 'Other'

19% using previous platform

8% in using GOSS

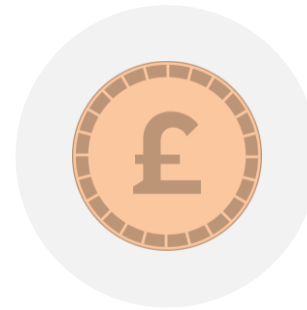
Delivering results

Fenland District Council – Garden Waste Subscription Service



40% increase in sign-ups

In the first year after launch, 40% of domestic properties in the Fenland area had signed up to garden waste collections.



£500,000 in savings

This one service alone has helped Fenland contribute savings of over £500,000 to its savings target.





PSPS

Public Sector Partnership Services Ltd

PSPS (Public Sector Partnership Services

Thank You!

GDSS

