

mobile solutions
for
local authorities

Efficiency Through Mobile Technology

More and more local authorities are harnessing the power of mobile technology to allow high quality and targeted services to be delivered in the field. Supported by powerful, lightweight devices such as Tablet PCs or Personal Digital Assistants (PDAs), this new way of working delivers numerous and measurable benefits to local authorities, including a concentration of resources on the frontline, increased efficiency, improved customer service, reduced costs and enhanced responsiveness to customers.



Mobile working is already recognised as a key component of modernising government initiatives and allows local authorities to implement an enhanced service that can be brought directly into the citizen's home and neighbourhood. Frontline staff can spend more time dealing with problems, cases and clients and less time on travelling, paper-work and administration.

Based in Wokingham, Berkshire, Hemro is a UK company that has an enviable reputation for developing and delivering customised mobile solutions and mobile-working initiatives for local authorities throughout the UK.

Hemro's Mobile Integration Platform (MIP) supports local authorities in their drive to become more customer-centric, productive and efficient. The Hemro MIP provides local authorities with a comprehensive suite of robust software-based services (including web-based monitoring and reporting) for the development, deployment and management of strategic and long-term mobile-working solutions.

The Hemro MIP's services have been designed specifically for mobile-worker applications and augment corporate IT strategies by allowing local authorities to develop a standard skill-set to speed the development and deployment of reliable and capable mobile-working applications. Local authority IT staff can concentrate on designing and building application-specific capabilities without having to write, test and maintain foundational services for each application. This accelerates the deployment of mobile-working applications and guarantees that the solutions are reliable, simple to use, robust and easy to maintain.

The Hemro MIP supports all popular mobile devices and integrates seamlessly with single or multiple back-office applications, allowing efficient, effective and easy-to-use mobile applications to be rolled out across all departments and services.

“Front-line staff are there to deliver services to the user and reducing the amount of time they spend away from these core activities is an important part of efficiency.”

Sir Peter Gershon
Releasing Resources
for the Frontline

Mobile Solutions for Local Authorities

Already in use with local authorities throughout the UK, the Hemro MIP provides departments of all sizes with a low-cost, scalable and proven technology that supports their drive to adhere to the recommendations of the Gershon report: 'Releasing Resources for the Frontline.'

Recent applications include :

- ◆ An Anti-Social Behaviour contact card mobile solution developed for Wigan Metropolitan Borough Council that allows new ASB contact cards to be created on PDAs for real-time transfer into Flare and integration with a 'perpetrators' database.
- ◆ Emergency Highway Repair job allocation and reporting for Birmingham City Council to ensure that the council meets and demonstrates compliance with the Highways Agency's emergency response time requirement.
- ◆ A Neighbourhood Warden reporting application developed for Chorley Borough Council which has saved at least one day per month in survey time and allows the wardens to focus on more public-facing initiatives.
- ◆ Dog Warden job allocation and reporting systems, including photo capture, delivered to Mansfield District Council and the City of Bradford Metropolitan District Council, to allow them to spend more time dealing with dogs and less time dealing with paper.
- ◆ Pest Control job allocation and reporting for Sefton Council to allow officers to respond more efficiently and effectively to infestations.
- ◆ Litter Collection job allocation and reporting for Middlesbrough Council, deployed to Nokia smartphones, keeps streets more free of litter.
- ◆ Street Cleaning job allocation and reporting for Sefton Council enables the street cleaners to pick up their service requests on their PDAs and to get to work cleaning the streets more quickly.



Key features:

- ◆ **Supports** all popular mobile devices.
- ◆ **Integrates** with existing back-office systems either directly or via a Web service.
- ◆ **Provides** a single platform for use across the entire authority.
- ◆ **Allows** efficient, effective and easy-to-use mobile applications to be rolled out across all departments.
- ◆ **Enables** rapid, cost-effective deployment and simple on-going management.

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