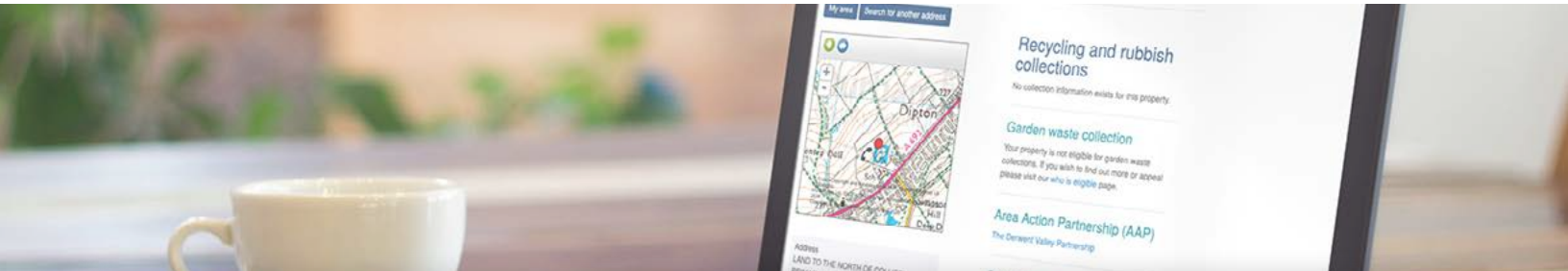




Durham County Council, U.K.

How a County Saves \$310k+ Annually After Moving Services Online With govService



\$310K

Saved
Annually

100,000+

Users

90

Digital
Services

300

Users Added
Daily

MUST HAVE SOLUTION

govService

OVERVIEW

Durham County Council in England oversees a population of 800,000. They struggled for years to move away from paper-based, in-person services. Through their initiative, Altogether Better Durham, they moved transactions and service requests online with govService. Durham County now saves \$310k annually.

SITUATION

In Durham County, a previous initiative to move away from paper-based, in-person services had taken more than a year to implement. The result was a single new digital process.

SOLUTION

Staff turned to Granicus and govService to bring more than 90 processes and forms available online to staff in two call centers and a face-to-face contact center.

RESULTS

A dramatic shift from paper-based to digital services has already led to more than \$309,000 in annual savings, a figure that will only grow as time goes on.