

Current System Issues (CRM and ITSM)

1.1.1 The main driver for the replacement of Agilisys Digital and MyAccount is the upcoming termination of the existing contract in March 2021. In addition, there are several system-related reasons the Council have opted to replace the system, including:

- Lack of development on the system as configuration changes can only be made by Agilisys which comes at a cost. The Council's preference is to be in a position whereby changes can be made in-house.
- The system does not have a robust search mechanism and there is no audit on a customer's account showing what services they have requested and any correspondence they received regarding it.
- The integrations with some of the external applications and line of business systems are not seamless and require numerous manual steps to be completed throughout.

1.1.2 Like the CRM drivers, the need for a new ITSM is primarily due to the end of the existing contract arriving and as such needing to procure a new system to ensure business continuity. There are a further number of key issues with the current system which would be remedied through implementation of a newer, modern ITSM:

- A lack of automations and built-in workflows within the current system which often requires the manual intervention of a support agent to help process.
- The current system has been noted to be very slow to use and will often freeze while typing in the fields, especially when calling different pages in the system.
- There is a distinct need for coding and SupportWorks knowledge in order to perform any maintenance and housekeeping on the system meaning that any changes require expertise that currently do not exist in-house.
- Reporting is very poor and adding in more options and configuring existing ones is very difficult as knowledge of both SQL and Hornbill databases is required to be able to pull together the correct information legibly.
- Hornbill SupportWorks also has very limited links and integrations to other applications or services which are used on the LBBB estate, this has resulted in many tasks which could be autonomous, requiring agent involvement to complete or action.