



The **Complete**  
Service Management Platform

LOCAL GOVERNMENT

# Citizen Services for Local Councils

Transform Your Citizen Experience with  
4me's Service Management Platform



Speedy & efficient  
service delivery



High value for  
citizen's money



Reporting and  
audit trails



Low cost of  
ownership

## Improve your service delivery with automated workflows in 4me

Ensure your citizens get the service they deserve with a flexible service management platform featuring an easy-to-use self-service portal with automated workflows and improved response times.

Proper service management is becoming more and more important as councils deliver more and more services that require rather complex workflows. Some councils have over 1,000 frontline services, to deal with essential matters like social services, children, leisure, museums, and parks, that need special care and attention. 4me can help councils **provide better value to the citizens by optimizing service quality and cutting service costs.**

## Deliver value to citizens with one user- friendly service platform

Councils have many front-line services and each service has a process that sits behind it; they all require a workflow. When different departments have disparate software applications, there is often a problem with interoperability. As workflows are becoming more complex, councils are having to join the dots manually. With the 4me service management platform, this can be a thing of the past. 4me is designed to **eliminate complexity and enable productivity.**

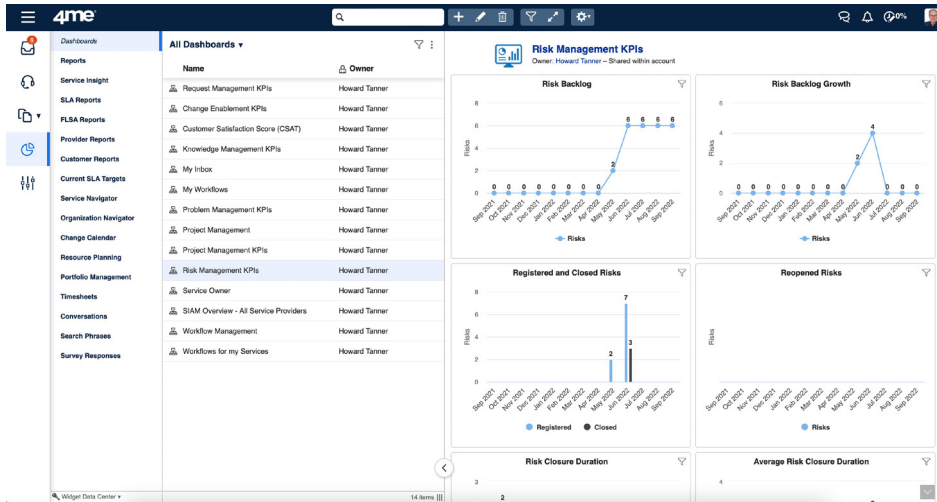
With 4me, you can aggregate incoming requests through a central user-friendly service management platform that automatically assigns tasks to the appropriate team.

## Empower your citizens

Citizens feel in control as they can submit and track service requests and interact with the council from behind their computers but also directly from their mobile devices. They don't have the hassle of having to work out what department they need for their service request; the 4me platform will automatically do this for them.

## Work more efficiently and make the best use of your resource

Improve efficiency through automated workflows and get more done with less room for error. 4me can help local councils make the best use of their resources. With the 4me platform in place, councils can efficiently automate and **streamline service workflows securely across multiple departments, other councils, schools, and external suppliers** resulting in a true service delivery transformation, making it possible to do more with less and ultimately improve the citizen experience. Let automated workflows do some of the work for you so that your employees can focus on the things that really matter to your citizens.



This is an example of a standard 4me Risk Management dashboard. Organizations can customize the information and style as well as add their own dashboards.



## Quickly adapt to your citizens' needs

In a changing community, service requirements regularly change. With 4me, councils can quickly adapt to citizens' needs by leveraging a dynamic platform and service catalog and implementing new services as and when citizens require them.

## Exceptional transparency, insight and reporting

The transparent 4me solution with useful insights, data, and real-time reporting, makes it **easy to track and analyze the services delivered and adapt where necessary**. You can report on incoming requests, response times, and more, to improve resource allocation, planning, and citizen satisfaction.

**The audit capability** is a great help, especially for regulatory services. This way, you know that the steps have actually happened because it is all automated. The audit trail makes it easy to track back if there is a case review.

## Make informed decisions about the services you provide

Data analytics will help to determine which services perform and which services don't. What does the community really want and need? 4me provides you with the information you need to show why you have decided to push back or support different communities.

Only when you can see what work is being delivered and what requests are coming in, you can make informed decisions about the services you are offering. Sometimes you may find you are over-providing in one area and under-providing in another.

## Benefit from flexible licensing and easy implementation

4me is built to be **flexible and cost-effective**. You only pay for what you use, when you need to use it. And when these needs change, you can adapt at the speed of demand.

4me customers only pay for active system users and not for service consumers, and the fact that you can quickly add or remove users from month to month enables **agile service management**. In addition, all 4me customers also benefit from weekly new product features and enhancements at no extra cost.

This means that even small departments and service domains can benefit from the great functionality of a high-quality platform without having enormous costs.

**4me is ready-to-use and fast and easy to implement**. Once you have implemented 4me, all the functionality you need is there. You just use what you need, the solution can grow with you without the need for expensive extra modules.

Councils will benefit from a high maturity cloud solution that requires low effort. 4me's architecture makes it much easier to administer than other service management solutions, even in the case of a complex structure of departments and services, and councils don't need to hire consultants for every change they make. **All of this results in low cost of ownership and better value for the citizens.**

# Putting Citizens and Services first with 4me - two council stories

## A: One crucial service handled efficiently in 4me

Some councils start using 4me as a specific application for a specific service: in the case of this example, **driver vetting** for drivers who take children with special educational needs to school.

A key service like driver vetting comes with lots of tasks that can be arduous and difficult to manage. The process includes many different steps including a DBS check and special courses to make sure the driver can look after the children. And there is volume involved as there are many drivers who need to be vetted. It is absolutely crucial that the process goes well as it is about safeguarding our children and adhering to regulatory requirements.

**The automation of this workflow will really help and leave less room for error.**

The council in this example also looked at other solutions, but they were all very complicated and needed more than 6 months to build. With 4me the process was **up and running in no time**.

And it is good to know that with 4me it is **very easy to introduce more services at a later stage**

## 4me Analyst & Industry Recognition



## B: Working towards one 4me platform for all citizen services

This council opted for the 4me platform to run the organization more efficiently and create better value for the citizens. They are starting with the traditional IT services. The idea is that the other departments and services will follow soon.

Currently, the council has a lot of different silos with service management systems for different services and departments, like housing or adult social care. There is often not enough budget per department for a sophisticated system. Each department is looking at its own requirements whereas, in reality, they are all service management transactions.

That is why the council opted for a more **holistic approach to processes and workflows**, looking at things at a much broader level with **seamless cross-departmental and external collaboration**. The good thing with 4me is that while you can collaborate, you can also build a **secure** wall around sensitive areas like finance or legal, and work with trust permissions, always **handling citizen data with the utmost care**. Each department or service owner will still own its own service(s), they just happen to be all on the same system. There will be multiple domains each with its own services, and if you put them together on one platform, the **benefits of scale and interaction** are great. 4me's **service-centric solution** is perfect for this.

**94%** of our customers would recommend us\*

\*Gartner.com, as of May 1, 2022

## Customer Success Stories



### The Province of Antwerp Switched to 4me to Increase Service Quality and Efficiency

- Increased efficiency
- Flawless implementation
- Boost in user satisfaction



*"Switching our IT service management tool to 4me turned out to be a great decision. During the tender, our test panel was already very enthusiastic about 4me's innovative and user-friendly solution and now that we've been working with it for a year, I can say that all our expectations have been more than fulfilled.*

*We've seen a real boost in efficiency and user satisfaction. I would recommend 4me to anyone who's looking to improve service management quality and efficiency."*

Karel Scheerlinck  
Team Leader IT Operations



### The Province of East Flanders Chose 4me to Provide One Single Service Platform for All

- 99% user satisfaction
- Increased efficiency
- Full insight into services



*"We are impressed by the scalability of 4me; we are using the platform more and more throughout the organization resulting in true enterprise service management instead of just IT.*

*Everyone is amazed at how easy it is to join and use and the efficiency it brings."*

Daphne Werrebrouck  
ITSM Project Manager

**Want to read more about 4me?**  
[View our success stories](#)



#### The **Complete** Service Management Platform

4me® combines ITSM with ESM and SIAM capabilities, enabling all internal departments, such as IT, HR, and Facilities, as well as external managed service providers, to work seamlessly with each other. At the same time, 4me provides complete visibility and control of service cost and quality.