Case Study

Slough Borough Council
Jadu Digital Platform Implementation

Slough Borough Council

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Challenge

Slough Borough Council is undertaking their 'Our Futures' transformation programme. They identified the need to purchase a Digital Experience Platform (DXP) to replace their legacy platform.

High on the agenda were:

Improved customer experience

Efficiency and financial savings

Improved service performance

The focus needed to be on the **visibility** of better services for staff and customers, that delivered cost savings. Part of this would be offering better online self-service functionality.

Slough Borough Council

51,400
employees, serving over

149,000 citizens,

responsible for delivering a vast range of services

Discovery & Planning

During an intense five week discovery, Methods held workshops with 17 service areas to understand their transactional processes. They rapidly designed and built a Delivery Plan setting out the scope and sequence of processes, and prioritising online transactions, which had high impact for residents, to meet the council's requirement to deliver visible change and build digital momentum.

Outputs: Service catalogue of over 280 processes and a prioritised delivery plan highlighting 50 processes to be completed in the first phase of work.

Process flow diagram: Discovery & delivery planning → Sprint 0 → Training → Service design & delivery → UAT & 'Go Live' → Transition & support
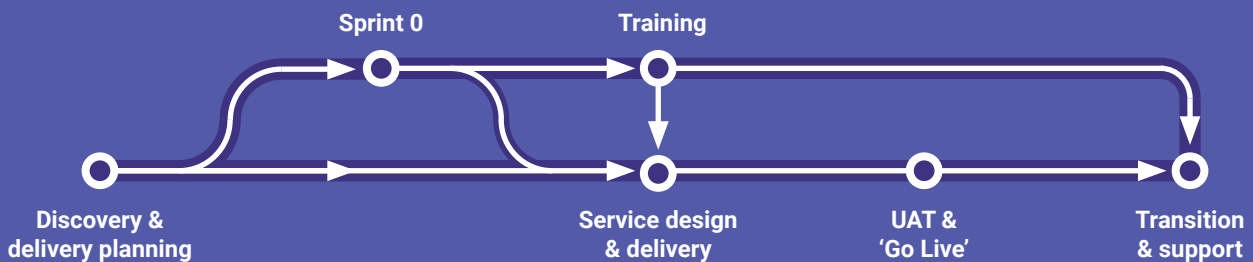
Sprint 0

Methods completed a one week sprint 0, to mobilise and define key components and standards, and to expedite delivery and ensure consistency of build and configuration. This also allowed us to identify any issues or missing technology 'Lego-Bricks' ahead of starting the work, so that we could fix or figure out a temporary workaround ahead of time.

Service Design & Delivery

By using Sprint 0 Methods were able to go straight into workshops to design new digital processes. There were three Methods consultants each covering 3-4 processes allowing the delivery of 10-12 processes per sprint. From an initial workshop the new digital process, based on the as-is, was designed, improved and moved into Jadu. Methods then created a map; built and tested the process in Jadu, before playing it back for feedback.

Having implemented the feedback, documentation was sent back to the service for sign off.

Using an agile approach, the team worked with service areas to co-design improved digital services. Designs were built out quickly on the Jadu platform, playing it back and testing with users before sign-off.

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Results

Savings

Decommissioned Legacy Platform, reduced server footprint, reduced printing costs

Flexibility

An agile approach allowed for the ability to quickly change priorities throughout delivery

Better Experience

Customers feel more comfortable transacting online

Why Methods?

Methods was selected due to:

Previous experience of delivering similar projects in other Councils

Deep Local Government knowledge and expertise

Technical knowledge and experience of using the Jadu Continuum platform to produce bespoke digital solutions