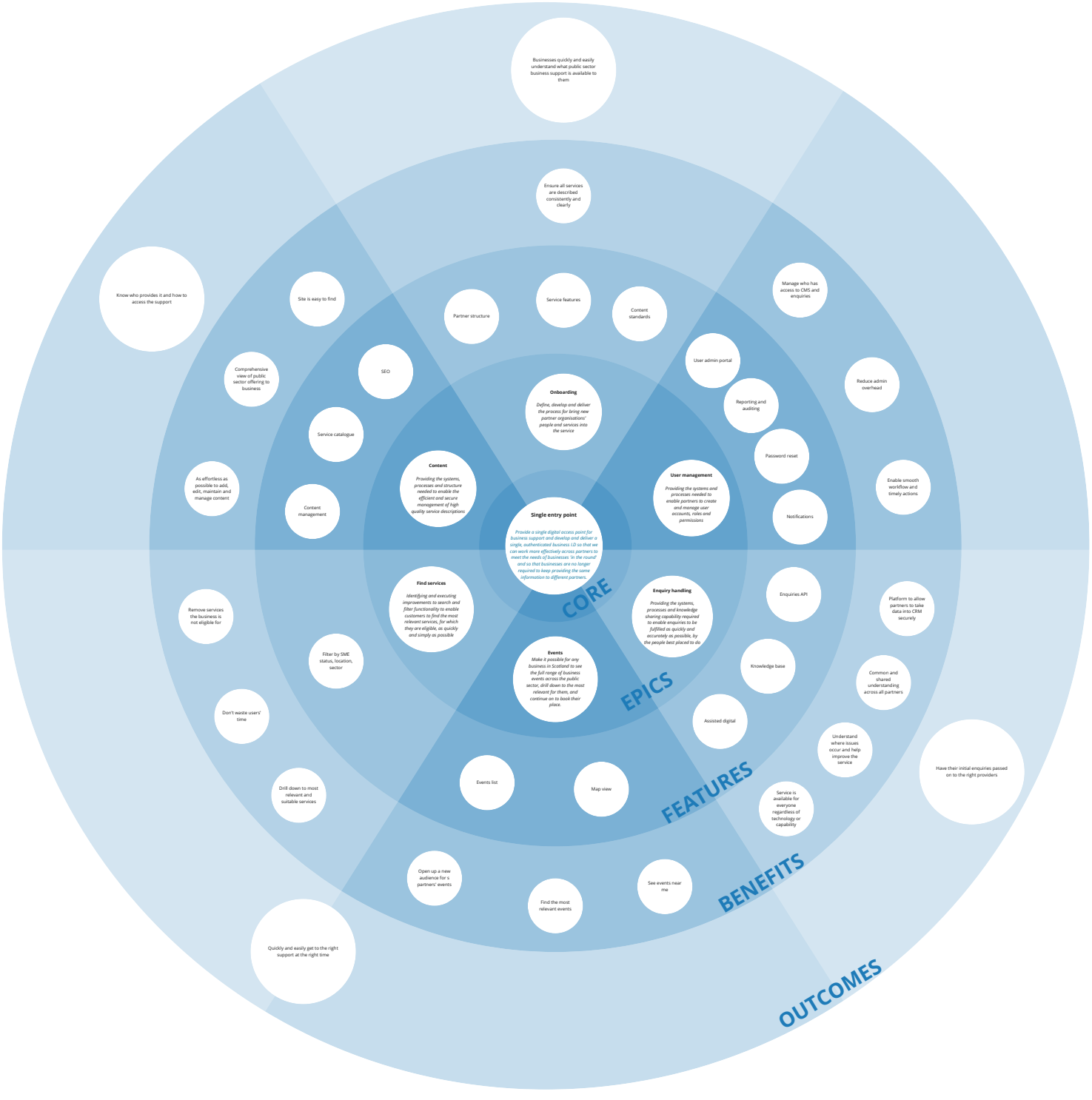
CORE
EPICS
FEATURES
BENEFITS
OUTCOMES
Single entry point
Provide a single digital access point for business support and develop and deliver a single, authenticated business I.D so that we can work more effectively across partners to meet the needs of businesses 'in the round' and so that businesses are no longer required to keep providing the same information to different partners.
Content
Providing the systems, processes and structure needed to enable the efficient and secure management of high quality service descriptions
Onboarding
Define, develop and deliver the process for bring new partner organisations' people and services into the service
User management
Providing the systems and processes needed to enable partners to create and manage user accounts, roles and permissions
Find services
Identifying and executing improvements to search and filter functionality to enable customers to find the most relevant services, for which they are eligible, as quickly and simply as possible
Enquiry handling
Providing the systems, processes and knowledge sharing capability required to enable enquiries to be fulfilled as quickly and accurately as possible, by the people best placed to do
Events
Make it possible for any business in Scotland to see the full range of business events across the public sector, drill down to the most relevant for them, and continue on to book their place.
Content management
SEO
Service catalogue
Partner structure
Service features
Content standards
Site is easy to find
Comprehensive view of public sector offering to business
As effortless as possible to add, edit, maintain and manage content
Remove services the business is not eligible for
Filter by SME status, location, sector
Don't waste users' time
Drill down to most relevant and suitable services
Events list
Map view
Open up a new audience for s partners' events
Find the most relevant events
See events near me
Manage who has access to CMS and enquiries
User admin portal
Reporting and auditing
Password reset
Notifications
Reduce admin overhead
Enable smooth workflow and timely actions
Enquiries API
Knowledge base
Assisted digital
Platform to allow partners to take data into CRM securely
Common and shared understanding across all partners
Understand where issues occur and help improve the service
Service is available for everyone regardless of technology or capability
Know who provides it and how to access the support
Businesses quickly and easily understand what public sector business support is available to them
Ensure all services are described consistently and clearly
Have their initial enquiries passed on to the right providers
Quickly and easily get to the right support at the right time