



NEWS RELEASE

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Channel Partners add SMS Call Logging and Notification Facility to Local Government Public Protection and Regeneration Solution.

[Avanquest Solutions](#) and [Civica](#) UK Ltd. will be launching their new [SMS](#) Call Logging Notification and Update Utility at the annual APP user group AGM and conference, hosted by the National Executive of APP users, on 20th and 21st October 2009 at Stoke Rochford Hall, Grantham, Lincolnshire.

Local authorities are under continuing pressure to deliver services whilst improving efficiencies and reducing spend. SMS messaging gives clear benefits in removing travel and administrative costs whilst continuing to achieve the regulatory functions of the authority.

Public protection and service delivery systems like [APP](#) are used by local authorities for core regulatory and enforcement functions. These systems also drive services for the benefit of consumers, businesses, workers and the environment.

The APP integrated management system has been specifically designed for local authorities working in the areas of Environmental Health, Trading Standards, Anti Social Behaviour, Waste Management, Licensing, Planning, Building Control and Local Land Charges. The system includes workflow and document management, is extensible into mobile working environments and is easily integrated with third party applications.

The development of Avanquest's SMS application, [Text Message Server](#) with Civica APP will allow two-way SMS messaging between the council, its remote-working staff, and customers:

- Calls are logged in the APP system
- The request or visit is allocated to the appropriate council officer
- A notification is sent via SMS with the relevant job information
- A notification can also be sent via SMS to the customer
- The job is completed
- The officer can update the APP system with case notes via SMS
- The officer can also close jobs via SMS once they are dealt with , enabling real time updating of the back office system

Tony Hughes, Managing Director of Civica Public Protection and Regeneration said "As our customers look to us to provide technological solutions to address efficiency drives, we constantly review, improve and extend our case management solution to deliver the more for less agenda. Integration between Civica APP and Avanquest has allowed us to bring together two areas of expertise to deliver an integrated SMS messaging capability."

Further information about Avanquest SMS solutions can be found at <http://www.avanquest-solutions.co.uk/textmessageserver/index.php>

Information on Civica APP may be found at

<http://www.civicapl.com/UK/Sectors/Local+Government/Public+Protection+and+Regeneration>

Civica Group Limited (www.civica.co.uk) is a market leader in software-based solutions that help organisations to improve service delivery and efficiency, with specialist expertise in local government, social housing, enforcement, education and regulated markets. Blending consulting, software and managed services, the group supplies more than 1,700 customers in the UK, Australia, Singapore and the USA, including 90 per cent of the UK's local authorities.

Press Information:

Alison Hall

Email: ahall@avanquest.co.uk

Tel: 01752 241464

Mobile: 07899 986932