

For Immediate Release

6th March 2007

London Borough of Hackney launches CDM

Leading management consulting, solutions and service company Hedra plc, today announced that the London Borough of Hackney (LBH), working in partnership with the Hedra Consortium, to implement its Council Document Management (CDM) project as an integrated technology platform to support its 'Service First' programme, successfully went live. Phase one deployment of the CDM Project has been delivered into the Neighbourhood and Regeneration Directorate.

The Service First programme is changing the way Hackney delivers its services to its customers. The CDM project will provide London Borough of Hackney's customer facing staff with immediate access to items of correspondence between the customer and the Council. This will mean that LBH staff will be better informed and therefore more able to respond to customer needs.

The back-office functions will benefit from improved document and records management. Staff will be able to find information quickly and efficiently enabling them to collaborate better with their colleagues. This will result in significant improvement on turnaround times for document-driven processes, thus impacting positively on service delivery.

The CDM technology solution chosen – OpenText Livelink eDOCS DM & RM - will enable LBH to reduce the time spent identifying, locating, retrieving and managing documents, allowing staff to concentrate on service delivery to the public rather than on administrative tasks. Having a central information storage repository will avoid the unnecessary duplication of the same document and will ensure that all users have access to reliable, up-to-date information. The CDM technology solution will also enable LBH to avoid costs in physical data storage requirements, with provision in place to scan incoming post and other hard copy material, making it easier to retrieve and share the information and allow the authority to re-deploy valuable space.

More...

London Borough of Hackney launches CDM/2

On making the decision to go live:

Hackney Council's Deputy Mayor, Jamie Carswell, who has a responsibility for ICT, said: "This announcement marks a significant milestone for us. We will now be able use this new technology to achieve our Mayoral priority of making sure that the Council is high performing and efficient. The teams from both sides have worked well together to ensure the new system is delivered."

Andrew Deane, Director of Solutions and Information Management Services at Hedra, said: "We are delighted to have been accepted to work with the London Borough of Hackney on this significant project and launch a service that helps change the way Hackney delivers services to its customers."

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Notes to Editors

About Hedra plc

Hedra plc is a leading consulting, solutions and service company. We are the largest consultancy specialising in UK public services, with a significant private sector capability. Our clients include central government, local government, NHS, Ministry of Defence, aerospace, utilities and energy and a wide range of public service agencies. Our capabilities include business change and transformation, customer services, corporate services, procurement and supply chain, information management and systems engineering services. We help organisations to set corporate direction, build their organisational capacity and deliver solutions that drive effectiveness and efficiency. Our commitment is to deliver outcomes and benefits that drive superior performance.

Hedra Consortium

The OpenText Corporation is part of the Hedra Consortium, which is led by Hedra plc, the leading consulting and technology services company, working primarily for the Public Sector in the UK. The Consortium offers a full range of end-to-end solutions to organisations across Central Government, Local Government, Education, Defence, Utilities, Health and Emergency Services. Hedra and the Hedra Consortium have delivered over £200m of services and solutions to the public sector.

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