



CDC Respond in Central Government

CDC Respond is the leading complaints and feedback management software for central government departments

Our clients include:



With a distinguished customer base and a market leading product suite, the CDC Respond team is working with Government organisations to improve the citizen experience, enabling them to build sustainable relationships and improve satisfaction.

Drivers for Complaints and Feedback Management

Operational Efficiency

The drive to transform government is led by the desire to work faster and smarter. CDC Respond software streamlines and automates the processes for managing complaints and feedback, resulting in efficiency gains across the organisation.

Service Delivery

The Cabinet Office recognises that central government departments have to be responsive to the expectations of citizens. Initiatives and guidelines have been introduced to encourage individual departments to interact with the public and implement change programmes through organisational learning.

- Charter Mark demonstrates that an organisation has improved its processes to raise customer service levels. Key to achieving Charter Mark is the need to take a consultative approach to citizens by capturing and utilising all feedback, including complaints.
- Capability Reviews by the Cabinet Office assess each department's service delivery in order to measure performance and gauge how they are using feedback to identify and deliver service improvements that meet the citizen's expectations.

CDC Respond central government customers have experienced impressive results in productivity and ROI:

- The Pension Service has used CDC Respond since the early 90s and pioneered the use of complaints as a valuable tool for business refinement. The CDC Respond system has delivered benefits in both managing the process and ensuring pre-defined deadlines are met; and in collating data to identify key areas for improvement – resulting in efficiency gains for the organisation.
- The Legal Services Ombudsman deals with correspondence that is sensitive, confidential and time bound. Prior to using CDC Respond, the workflows were fragmented and difficult to manage. Since deploying CDC Respond, there is improved visibility of the work being processed; the number of hand-offs needed has reduced; and key deadlines are met at the right time.
- The Office of the Independent Case Examiner handles complaints against the CSA and has to deal with high volume workloads and demanding deadlines. The department selected CDC Respond because of its flexibility and ease of use which has resulted in reduced training for the users and increased efficiency in the department.

child support agency



nmsi



Knowledge and Experience

CDC Respond has been adopted by central government organisations because it provides a proven complaints and feedback management system that:

- Enables successful handling of citizens' complaints
- Is scalable and flexible – to accommodate rapidly changing environments
- Streamlines the complaints process and minimises hand-offs, improving efficiency across the organisation
- Delivers in-depth management information (MI) to highlight delays or blockages in service delivery
- Optimises the value of complaints and feedback data leading to improved customer service levels

Demonstrable Benefits

- Greater visibility of the complaints and feedback process for both the citizen and the organisation
- Enhanced capability for organisational learning
- Improved accessibility to the complaints process for the citizen – enabling complaints to be captured via a number of different channels
- Increased citizen confidence by providing more effective and efficient service when handling complaints
- Early warning of changes in citizen expectations

What Makes Us Unique

- We are the leading provider of complaints and feedback management software – complaints and customer initiated feedback management is our heritage and remains our core business
- We have a dedicated team focused on central government with in-depth sector knowledge
- We combine your individual requirements with our knowledge and wealth of practical experience to ensure long term success of your complaints and feedback projects
- We have the ability to support, change and adapt to the evolving needs of our customers – from the smallest complaint handling team to the largest enterprise solution
- We have a product solution that is fit for purpose and can be configured to work effortlessly on any platform – from a fully managed infrastructure to a user maintained network – and with the reassurance of a support service that is available as and when needed.

For more information, please contact Phillip Siu on (02) 8870 7000.

Praxa Limited A member of CDC Software Group

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About CDC Respond

Respond is recognized as a market-leading provider of enterprise complaints and feedback management software. The CDC Respond solution provides organizations of any size with a scalable complaint and feedback management infrastructure. The CDC Respond suite of products enables organizations to improve the customer experience by extending customer service capabilities to front-line staff, while providing extensive management information to drive change and improve business practices. CDC Respond software is proven to deliver cost reductions, increased efficiencies and demonstrably improved processes, services, customer satisfaction and profitability.

For more information visit: www.cdcrepond.com