

AziendaBanca 27/05/2011 – Translated from Italian

<http://www.cardeditore.com/?pos=002.982>



Auriga: multichannel project for the British Post Office

Auriga has created, with HP and NEO, a prototype for the digitization of Public Administration services in the UK, providing multichannel solution for administrative, financial, insurance and mail-related Post Office services.

Auriga has presented for the British Post Office, in collaboration with HP & NEO for the hardware component of the project, a prototype of the multichannel application for the digitization of Public Administration services in the UK (Directgov).

The prototype, presented last week at the National Digital Conference ND11, demonstrates the integration of different deployment channels such as a Kiosk, a Tablet PC or a Smartphone in providing self service capabilities. These include requesting the renewal of a driving license, requesting a vehicle registration certificate, registering with the employment office, filling out the application form for unemployment benefit and the provision of traditional mail-related Post Office services, as well as financial, insurance, telephone or personal customer assistance services.

In line with current technological developments, the UK Post Office has highlighted the need for a truly multi-channel platform that offers end users a variety of service access points in such a way to create synergy and simplify the management of the entire administrative structure. The objective is to ensure at all times that the customer can access the services provided through a chosen "channel of convenience". Auriga's role in the project was to leverage its know-how to develop an innovative tool that can handle the large number of transactions that are performed and the huge volume of information that is accessed daily, optimize and streamline administrative procedures, speed up data access and enable data sharing in real time.