

# Elector8 Hosted: EMS Over Internet



## Why a Hosted Solution?

The way Councils manage their IT resources is changing.

The COVID-19 pandemic has forced Councils to move access to systems from office-based to home-based with little warning. More changes are coming with the phasing out of the Public Sector Network (PSN). These changes are going to impact upon the way that Councils connect to the Government Digital Service.

At Democracy Counts, we're already prepared for this change.

**Our hosted EMS solution is the first such service available in the UK elections market and offers new levels of service up-time and availability.**



## **Elector8 Hosted: What we do**

Unlike other on-premise EMS solutions, with our cloud Elector8 solution we:

- Take care of hosting and licensing
- Perform all system upgrades and maintenance at a time that suits you
- Save you money on capital expenditure for expensive servers and infrastructure
- Provide a more responsive level of service to electoral services teams than traditional in-house and out-sourced general IT provision
- Remove the need for internal or external IT charges.



## Benefits of a Hosted Solution

Our hosted solution provides numerous benefits to electoral services teams – both back and front office, including :

- Secure access Elector8 from home or any location
- Full control over the scalability of your electoral service operations without incurring additional EMS licensing costs
- Government-grade levels of security
- Benefit from regular and reliable back-ups
- Quicker resolution of any IT issues
- Higher levels of service uptime
- Lower, clearer and more consistent IT costs
- The use of Elector8 and our other integrated products
- Assurance around the compatibility with the new government infrastructure requirements without the need for local testing and certification projects



## **Elector8 - the only hosted EMS**

As part of our hosted offer, we will also migrate you to our Elector8 EMS platform.

Elector8 is our comprehensive, electoral registration and elections management system (EMS). It is based on a proven EMS platform, which has been fully redeveloped and extended to provide several unique features and benefits using cutting edge technology, making it the most modern, flexible and user-friendly system in the UK today. We have gone way beyond just legislative compliance and have developed a powerful communications system that is fully compliant and years ahead of any other vendor in the market.

There has been a huge shift in council thinking over the last couple of years. Citizens are now being seen as customers and their experiences are being measured and reported on. Elector8 is therefore better thought of as a Customer Relationship Management tool that is compliant with all electoral legislation. The amount of communication electoral teams were being asked to perform post IER was considerably more than before, we realised a household system with an IER bolt on would not work. That's why we built our software as a CRM.



## Automating tasks

Elector8 is the most sophisticated EMS on the market. As a result, you can adapt and evolve its use to suit your processes now and in whatever form they take in the future.

Automation is a large part of this. Many IER processes are repetitive and do not necessarily require manual intervention. With Elector8 you can simply automate a large number of tasks to allow better use of your limited resources. Elector8 therefore allows you to:

- Create intelligent, automated communications through the use of workflows
- Automatically move electors through the registration process based on your own rules
- Use self-service portals for staffing, nominations and citizen engagement
- Save 50% on administration time during canvass
- Schedule your monthly updates to be generated and be sent to interested parties
- Continually perform background checks on your data quality to highlight any potential issues

# **ElectorCentre - Our Suite of Products**

**In addition to access to Elector8, our hosted offering also provides integration with the following parts of our ElectorCentre suite of products.**

## **Citizen Portal**

We have now embarked on the citizen account journey where we are happy to consult and provide you with options to get the best out of a citizen account. We are the first and currently only Electoral Management Software supplier that can allow a link to the Electoral Register Database which other services can link into. We can offer a stand-alone electoral administration only solution, we can contribute to an existing Citizen Account or can run as the principal platform with other Council Departments contributing into it. As the largest single source of trustworthy data held by a local Authority, the Electoral Roll is a great tool for driving recruitment and retention to your Citizen Account.

## **Particip8**

Still the original and the best mobile canvassing solution on the market. With the introduction of IER, Democracy Counts recognised that local authorities were being tasked with carrying out a more resource intensive process. The IER process meant having to move from tracking households, to tracking households and every elector within that household at varying stages.

Perfect integration to Elector8 and 2 step integration with Idox and Xpress will provide you with the best integration to the limit of their functionality.

## **Authentic8**

### **(i) Polling Station Management**

Support all of your polling station management activities using Authentic8. Record Issue, Manage VoterID and Mark Registers, Mark CNL's, Conduct Polling Station Inspections and Track Ballot boxes in ways never imagined before.

Perfect synchronisation to Elector8 for election day clerical errors or real-time turnout information.

## **(ii) Count Management**

You can help manage your count by allowing your issuing count instructions to the tablets. These tablets then link to your top table to allow you real time access to what is happening at your count. Perfectly synchronises to ElectorCountResults.

## **Educ8**

As Educ8 is a Learning Management System (LMS), not just an elections trainer, it comes pre-loaded with Canvasser training as well as Polling Staff training and a full range of professional content. It's always switched on so can cover by-elections, it is customisable so can be changed by you to make it fresh and relevant to your own circumstances. This means you could use it just before polling day to receive measurable assurance that all is well, or start to use it at canvass time knowing that as a 12 month license it will cover next year's elections as a matter of course and numerous other learning opportunities in the meantime.

We offer 20 minute web based demonstrations at a time that suits you, so you don't even need to leave your desk to see how Educ8 can benefit you.

## **ElectorCount Results**

ElectorCount Results is an interactive and visually rich way of presenting your election results. It can stand alone or integrate with other products in our ElectorCentre suite and is a simple and powerful way to display results in the count venue, or indeed to the outside world.

Using proven web technology, we provide access to our web based system of results display, which is accessed with your own personal web address (PURL). The site is fully brandable and can be personalised to suit your preferences but contains a range of powerful animated charts and displays which include:

- Gains and losses
- Turnout by area or ballot box
- Votes received by channel
- Electoral Area information with previous and current trends
- Candidate profile and progress
- Results declaration

Link it to **Authentic8** our innovative tablet solution and your staff can take the power of the solution to the count floor and add Verification totals & Mini-Counts.