



Rolling out an application for 10,000 end-users



**The Company**

Northgate Information Solutions Ltd. is a market leader in providing specialist software, outsourcing and information technology (IT) services to the human resources, local government, education and public safety markets. It is a global company, serving clients in 46 countries across five continents. It is based in the United Kingdom, where it occupies a dominant position in the public sector. There are over 400 local authorities in the U.K. of whom 95% are customers of Northgate for at least some of their information systems.

datango helps users deliver government services

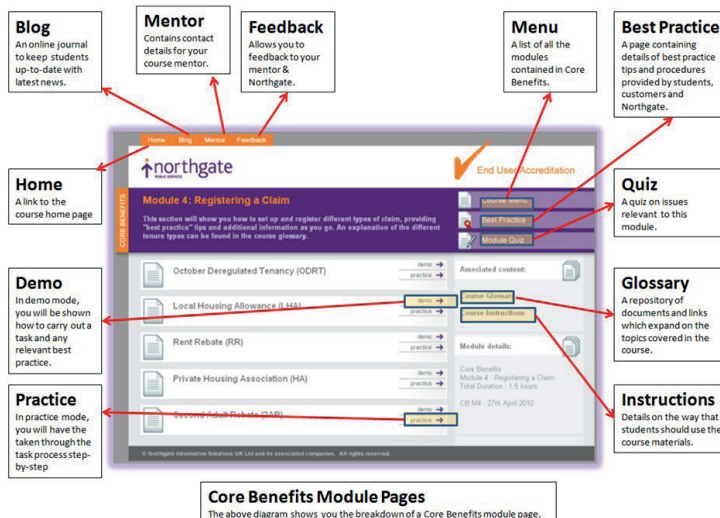
**The Challenge:**

Northgate Public Services is, a U.K. subsidiary of Northgate Information Systems. In 2009, it began to implement a new, browser-based front end for its revenues and benefits system. The system monitors and manages the collection of council tax and business rates, which help pay for schools and local council services. It also assesses and pays benefits which help thousands of citizens throughout the United Kingdom to pay their housing rent and council tax bills.

Northgate has introduced a new program with the aim of increasing the expertise and ability of the 10,000 end users who use this application. It also wants to harness the knowledge and ideas of this community to improve its product and help reach new levels of best practice.

The political and budget pressures of recent years have placed an emphasis on doing more with less, "so it is very important to increase and improve user interaction," said Nigel Blair, Market Development Manager at Northgate Public Services. "It's crucial for us and our clients to identify and to propagate best practice." In addition, in the spring of 2010, the United Kingdom had a change of government, which offers the prospect of drastic cuts in services as well as changes in legislation. Northgate needs to be ready to implement these changes and provide efficient, effective and innovative solutions for its customers.

"This area has already been subject to fairly massive change," said Mr. Blair. "We're used to it. We're prepared to deal with these new challenges."





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### The Solution:

In 2009, Northgate began using datango's producer and collaborator modules - elements of the datango performance suite - to provide the training materials that it needed for its end user accreditation program. It also showed its customers how they could also use these tools for their own training requirements.

The datango producer module helped Northgate to quickly and efficiently capture all the key business processes of its Revenues and Benefits application. "It was remarkable," said Mr. Blair. "It captured every process, every screen."

The process of capturing all the applications processes and editing them for use took about six months. This exercise was carried out in partnership with one of Northgate's leading customers (West Oxfordshire District Council) in order to capture the real end user experience.

In addition, the Institute of Revenues Rating and Valuation (IRRV), the professional body for Revenues and Benefits has been engaged to validate every aspect of this program and to audit and accredit Northgate and any successful students.

Three Northgate authors were principally responsible for the development of the courses using the datango collaborator module.

The datango team was also a key part of the program. "This has been a real partnership, we couldn't have made the progress we did without the help of the team," Mr. Blair said.

### Results:

Northgate customers are now able to use the Web-based training courses to achieve an excellent knowledge of the Revenues and Benefits system.

"Users can now take advantage of the software to maximum effect," Mr. Blair said. "It's helping us to establish best practice models and gather customer feedback on all aspects of our system."

"One of the reasons we're attracted to datango is that it can adapt so well to changes."

### datango AG

*datango AG was founded in 1999 with headquarters in Berlin, Germany and offices throughout Europe and North America. datango provides a comprehensive software solution that accelerates the deployment, improves end user adoption and reduces the cost of supporting mission-critical software systems throughout their entire life-cycle. datango software streamlines the development of documentation, user help and training materials while also providing process automation, developer collaboration and automated localization into approximately 40 languages. By doing so, datango saves organizations time and money from the initial implementation, through every update or upgrade and during the day-to-day usage of any of their enterprise applications. With consistent year-over-year revenue growth and profitability, datango software is used by more than 800 companies and millions of users worldwide. datango's customers include some of the world's largest and most discerning organizations such as UBS, Hasbro, The TJX Companies. datango's partners leverage or resell datango software as an integral part of their end user adoption strategies and include companies such as Accenture, CSC, Lawson Software, Epicor Software Corporation and Manhattan Associates.*

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