

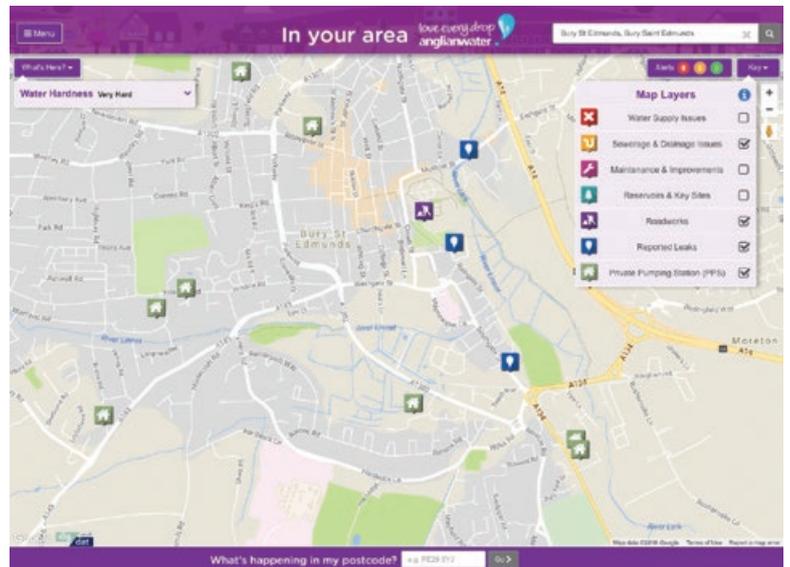
Service solution overview

digdat® Communications is a hosted, 'white labelled' information communication service that enables an organisation to both send and receive real-time service notifications through a website. It is designed to underpin a business' requirement to communicate service information to its customers and the wider public.

Using mapping data, it provides a live view of events and potential disruptions caused by business' activities which may impact in some way on their customers and communities. It also enables users to register for information updates and receive information through a variety of media.

digdat® Communications delivers multiple benefits

- Enables organisations to offer a real-time information service without having to invest in new technology and infrastructure to deliver it
- 24/7 accessibility supports the communication requirements of businesses operating 24/7 maintenance and emergency repair schedules
- Provides useful in-bound reporting for users
- Provides a flexible solution that meets modern day user technology and platform demands
- Fully supported service, hosted in a certified ISO9001 and ISO22301 Business Management System
- Easy for administrators to update and manage
- Facilitates quick and easy reporting of problems and issues by the public on issues such as water leaks or broken pipes
- Can build positive and dynamic customer relationships by providing users with the facility to register for personalised alerts relating to criteria they have set, such as location, duration, time etc.



For further information please either call
Customer Services on **0800 085 8060**
email **info@digdat.co.uk**
or visit **www.digdat.co.uk**



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digdat® Communications - key features

The digdat® Communications service is designed to underpin a company's requirement to communicate service information.

The digdat® Communications service uses industry standard technology to deliver client branded solutions that:

- Are compatible with all smart devices
- Show incidents and events both visually and contextually
- Are easy to update and manage information
- Allow multiple channels of communication
- Are instantly available 24/7, 365 days a year
- Are fully supported services, hosted in our resilient data centre.

Why use digdat® Communications?

In the service industry, particularly in the case of utility companies or local government, a variety of business activities can create disruption to customers or communities. For example, a water company conducting repair work on underground water pipes as part of a maintenance programme, may have to dig up parts of a road and limit or reduce supplies of water to one or multiple properties. The potential disruption could result in the water supply being cut off for a period of time, as well as traffic delays caused by road-works. Equally, essential road repairs may need to be instigated by local authorities as part of managing their community infrastructure. Such infrastructure repairs will have an impact on local services and the environment which need to be communicated to the wider community affected by them.

digdat® Communications helps organisations to maintain high levels of customer service and communication by enabling them to keep their customers well informed. Providing advance notification of any service disruption allows customers to plan to accommodate for it or adjust routines and personal or work activities around it, to minimise the impact.



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