Measure what matters. Improve what counts. Building Better Services Together.

Driving Process Improvements through the Citizen Experience

Citizen engagement and feedback are essential for delivering efficient and effective services. By actively listening to citizens organisations can gain valuable insights, improve satisfaction, and drive meaningful process improvements.

Purpose

GovMetric and Engage Process have teamed up to offer you a complete solution for understanding your users, managing complaints, and continuously improving how services are delivered.

Here's how you can use feedback and process improvements to create lasting positive change.

Listen First: Anticipate Issues Before They Escalate

If you want to improve your services, the first step is to listen. GovMetric CX platform lets you gather real-time feedback from citizens across multiple channels. This isn't just about collecting data - it's about hearing what your community really needs before issues escalate.

Think of feedback as an early warning system. When you listen and act quickly, you can fix problems before they become formal complaints. This means fewer issues for you to manage and more satisfied citizens.

Turning Insights into Action: Improving Your Processes

Once you've gathered feedback and identified the need for change, the next step is to explore-

and optimise your processes. By allowing teams to visualise workflows, highlighting bottlenecks and non-value-added steps, and analysing the impact of changes, Engage Process delivers actionable insights – allowing you to improve services delivery while saving time and costs.

Improvement starts with insight. By integrating feedback with process discovery, you can address service-level gaps and underlying operational inefficiencies. This dual approach ensures continuous service improvement, reduces future risks, and allows teams to better allocate limited resources.

Why This Partnership Works for You

The world is changing, and so are the needs of our communities. By combining feedback from GovMetric with process mapping from Engage Process, you're set up to make meaningful changes today, and agile teams for the future. You'll reduce failure demand, save resources, and improve overall service delivery. Best of all, you'll have happier, more engaged citizens.