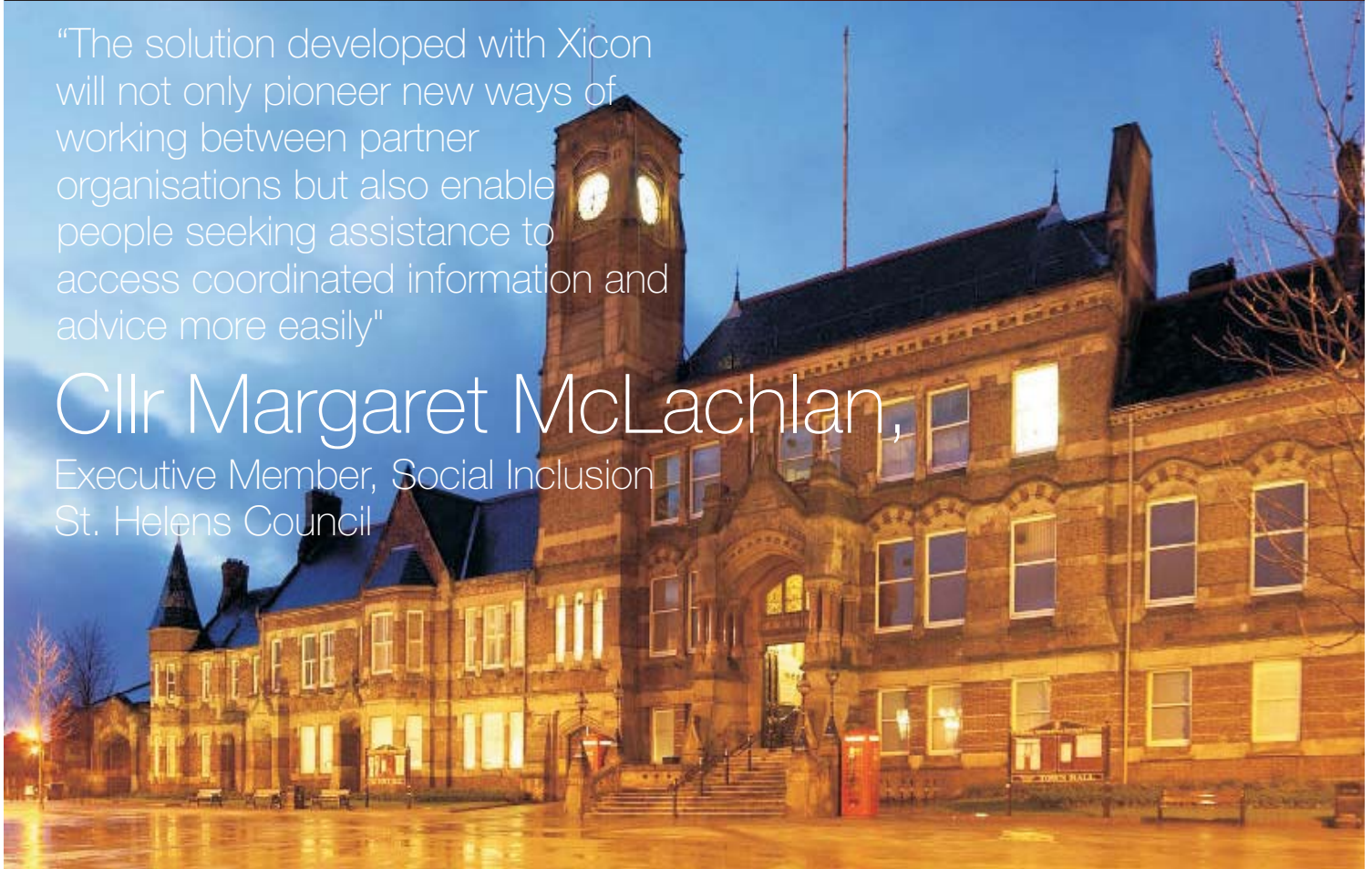




Xicon at work

"The solution developed with Xicon will not only pioneer new ways of working between partner organisations but also enable people seeking assistance to access coordinated information and advice more easily"

Cllr Margaret McLachlan,
Executive Member, Social Inclusion
St. Helens Council



The St. Helens Community Legal Service Partnership wanted to set clearer requirements for performance and accountability and to implement innovative methods of electronic service delivery. Advice Connections provides a comprehensive, accessible and high quality legal, advice and information network for the people of St Helens.

By 2005 all services should be available electronically. For local government agencies to meet e-government targets this means building a technical and organisational infrastructure that supports accessible joined up services. The St. Helens CLS Partnership needed seamless communication between different agencies and the public at large.



Xicon was selected following an open competitive tender to implement the XiconHub collaborative working environment. The project is jointly supported by the local authority and the Legal Services Commission to enable users to work together more efficiently.

The St. Helens Community Legal Service Partnership is a wide range of private, public and voluntary sector agencies. Coordinated by the local authority and the Legal Services Commission, the Community Legal Services network offers legal and advice services to the public.

The XiconHub-based project, known as Advice Connections, is also partly funded through the Department of Environment, Transport and the Regions' Invest to Save budget.

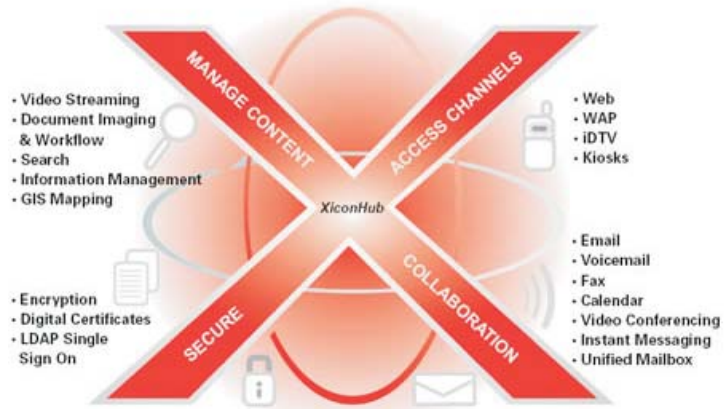
Xicon: Collaborative Working and Content Management Solutions

"The St. Helens Community Legal Service Partnership vision is to provide a comprehensive, accessible and high quality legal, advice and information network. We wanted a new joined up approach to the funding and provision of these services for the people of St Helens. The solution developed with Xicon will not only pioneer new ways of working between partner organisations but also enable people seeking assistance to access coordinated information and advice more easily,"

Said Maureen Guy, Social Inclusion Officer, St. Helens Council.

Advice Connections

The Advice Connections website links the public with advice providers operating in the borough, who are quality marked ensuring qualified assistance and help is more readily accessible. Outside the public domain, the site provides the vital link between legal and advice providers and the CLS Partnership improving communication, access to information databases, data collection, client referral, provision mapping and needs analysis.



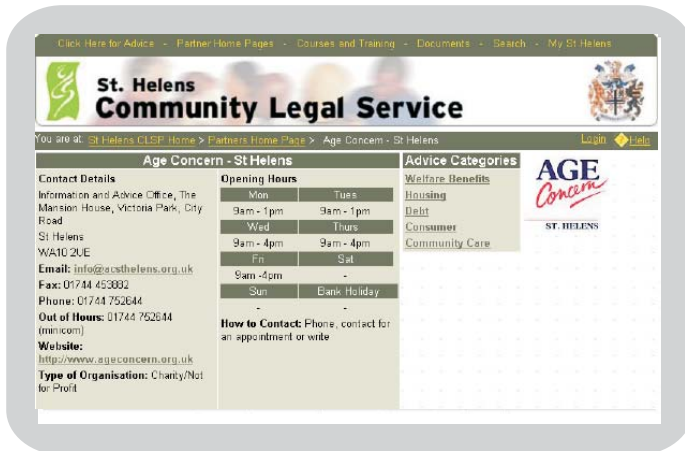
XiconHub: The Solution

Advice Connections was implemented using XiconHub, a web-based collaborative working environment to allow users to communicate and share information. Features include e-mail, instant messaging and video conferencing plus document management, database integration, video streaming and mapping. Secure, configurable, scalable and platform-independent, XiconHub uses industry standard technologies to deliver information to any suitable device including WAP phones, PDA and iDTV. Xicon and St. Helens chose to implement the solution using Oracle Collaboration Suite.



Head Office

Xicon Limited, Bank House
1 Bank Street, Warrington
Cheshire WA1 2AP



Implementation

Advice Connections provides the Community Legal Service Partnership members with improved communications, access to information databases, data collection and client referral as well as offering information to the public over the Internet. The project includes the *XiconHub* collaborative working environment, Dell PowerEdge 2650 servers and professional services covering installation, customisation, data loading and web site hosting for <http://www.advicesthelens.net>.

XiconHub will support communication, information and self-service features for collaborative working within the Advice Connections project. Officially launched on 22nd March 2004 by Christopher Leslie, Parliamentary Under Secretary of State, Department for Constitutional Affairs, the system is being hosted at Xicon's offices in Warrington, Cheshire.

"We're delighted to have worked on this innovative project with St. Helens Council and the Legal Services Commission. It's a perfect application for *XiconHub* as it demonstrates the true power of collaborative working in a complex multi-organisational environment. Users will need no more than a standard web browser to access the system anywhere or anytime. The out-of-the-box features coupled with a robust security model also mean that services are available to the Community Legal Service partners and the public alike,"

Commented Paul Edgar, Principal Consultant, Xicon

Business Benefits

Effective Communication and Administration

Provision of an infrastructure to support via electronic means, the administration of and communication with the St. Helens CLSP

Referral and Data Collection

A mechanism to facilitate client referral, information exchange and data collection across the agencies within the St. Helens CLSP

Improved Access to Services

To facilitate remote access and improved access for clients and the general public by exploring the use of electronic information access points and intelligent referral mechanisms

Legal Information and Resource Materials

To network a sustainable database of legal information, reference material and training material that support the objectives of the CLSP

Community Service Partnership Network Pilot

To examine and trial alternative methods of providing support via electronic means for the benefit of other CLSPs

“We have worked closely with Xicon to develop the website. Advice Connections provides for effective communications, up to date provider information and funding opportunities. This will also lead to a more efficient referral network between agencies. The solution provided by Xicon could be seen as a pilot for other CLS Partnerships.”

Said Alison Gibbon, Regional Planning and Partnership Manager
Legal Services Commission for Merseyside



About St. Helens Council

Situated between the major urban conurbations of Liverpool and Manchester, St. Helens Council has 180,000 residents. The Council employs 8,200 people and provides a full range of services from an annual budget of £175 million.



About The Legal Services Commission

The Legal Services Commission is an executive non-departmental public body that replaced the Legal Aid Board. It operates two schemes in England and Wales - the Community Legal Service and The Criminal Defence Service. The Community Legal Service brings together funders (e.g. local authorities) and suppliers in partnership - the Community Legal Service Partnerships - to create the widest possible public access to legal information and advice.



About St. Helens CLSP



St. Helens CLSP includes the following Partners: Age Concern, Citizens Advice Bureau, Stephenson Solicitors, Trading Standards, Barnardos, The Pension Service, St Helens Council and Legal Services Commission

About Xicon

Xicon was founded in 1991 as a systems integrator and IT solutions company. Xicon helps its customers maximise their business advantage by providing the total solution as a strategic technology partner. Xicon does this through exceptional service delivery, which is only possible due to the high quality of its people and the culture in which they operate.

For more information on Xicon's Collaborative Working and Content Management solutions, or to arrange a meeting with one of Xicon's Principal Consultants please contact Nancy Handley on 01925 248224.

Head Office

Xicon Limited
Bank House
1 Bank Street
Warrington
Cheshire
United Kingdom
WA1 2AP

London Office

Xicon Limited
The International
Finance Centre
7th Floor
25 Old Broad Street
London
United Kingdom
EC2N 1HN

Contact Details

Tel: +44 (0)1925 240342
Fax: +44 (0)1925 248288
email: info@xicon.com
www.xicon.com