

Summary: Achievements

- Delivered a model for joining up content from across different organisations and broadening access
 - Reduces need for customer to know source whilst retaining source brands on presentation
 - Transferable to other services and data types
- Multiple channels can all be reached by re-using content already managed in existing systems
- Council and tourism services available for re-use across a range of electronic delivery channels
- New joined-up services can support traditional channels such as face-to-face and telephone

Summary: Achievements

- A network and services reflecting around £1.5m of investment, largely funded by external sources
- Continued success with attracting external support
- At least four years tenancy on 40 outdoor and indoor kiosks (with more planned for 2005)
- A presence for all our councils on the major interactive digital TV platforms



Summary: Achievements

- Other north east Councils can join or replicate what we're doing with kiosks without having to go out to tender
 - Established a de facto North East standard for kiosks
- There are many new services and enhancements that can be added following the principles we've adopted
- Local partners are working with us to expand the joined up services and channels on offer
 - Jobs
 - Wireless access
- We see this as just the beginning of our story

Further Information

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Creating Accessible Services via Portals

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