# Customer Records

Customer Records project looks to try to use the digital platform approach to improve Surrey County Council view of our Customers. The idea being that we will use different data sources to pull together a single picture of the customer. The Data sources will be internal systems (AIS, Swift, Libraries, S.A.P) and external systems (Schools, Electoral register Council tax info, NHS info)

These sources will be pulled to create a dynamic record visible to relevant parties in Surrey and certain partner organisations (Fire and Rescue etc) ensuring the relevant security is in place. This will be created through a phased approach building in data sources over time. Initially the focus will be on E&I Highways areas looking at the end to end interaction with customers.
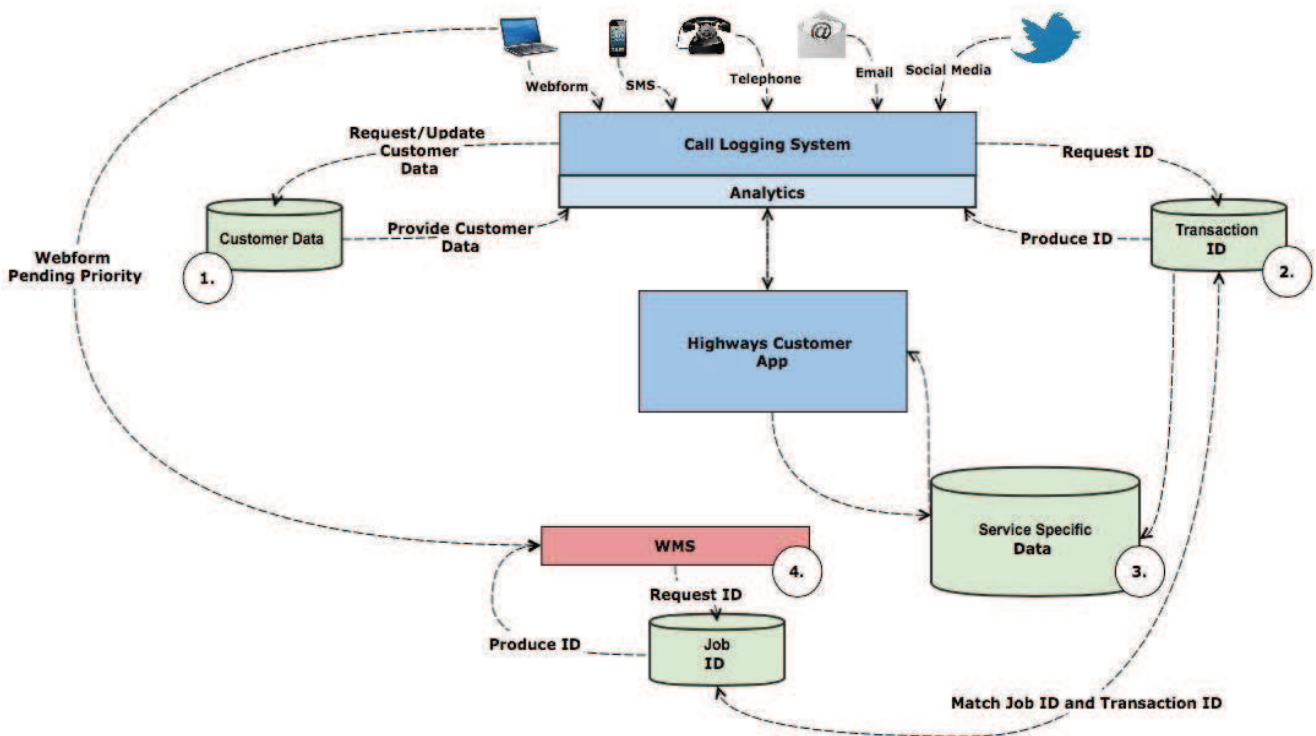
Highways Approach

The initial project with Highways has the aim to introduce

- An omni-channel entry point to Surrey (it doesn't matter if your customer tweets, emails or phones all queries will be logged and managed through the same system automatically)
- A seamless query process. Customer query journey visible to all teams through the process with the ability to see when key events occurred, and who carried them out.
- One Reference. Customer receives one reference number and receives updates from one source

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