



MCA Awards 2018 Finalist

Digital & Technology

Deloitte with Hampshire County Council

Recognising that aspects of its customer engagement were not fully meeting residents' expectations, Hampshire County Council embarked on a uniquely ambitious programme to make its customer-facing services fit for the digital age. It chose Deloitte to lead the transformation of its online customer interactions based on the firm's market-leading business and technical skills.

The results are striking. There has been a massive take-up of new digital services, based on a platform that will unpin interactive digital services for years to come. The County Council is now in a position to enhance these services still further without additional external support, targeting its budget on those most in need.