

Workflow360

Civica W2 (now rebranded as "Workflow360") is a modular Electronic Document Management system with built-in Workflow functionality.

It is used as a corporate archiving system, and also includes a "Contact Management" (i.e. CRM) module used by Customer Services to record service requests.

Other modules included are:

- Council Tax;
- Business Rates;
- Housing Benefits;
- Planning;
- Building Control;
- Creditors;
- Sundry Debtors; and
- Public Protection (Environmental Health, Food Standards, etc.)

PDF copies of documents such as invoices, BACS remittances, notification letters, etc. are imported each night by a scheduled job.

The workflows in Sefas generate a text file of indexing metadata, which is moved over to the W2 server together with the PDF archive copies generated by the job. This is then used by the W2 scheduler to automatically index the PDFs against the case data stored in the modules by matching to the unique reference numbers.

The W2 servers are hosted locally within the Torbay Council data centre, on the same domain as the Sefas servers.

