

Case Study

Environment Agency

CUSTOMER PROFILE

Public sector

WEBSITE

www.gov.uk/government/organisations/environment-agency

LOCATION

Sheffield, UK

BUSINESS NEEDS

- Processing efficiency
- Accuracy
- Back office productivity
- Employee satisfaction

NICE SOLUTIONS

- Desktop Automation

THE IMPACT

- Reduced AHT from more than 60 minutes to less than 7 minutes
- Reduced procedural failures and re-work
- Reduced public complaints
- Vastly improved data quality for compliance and enforcement activities
- Productivity gain

ON THE NICE SOLUTION

“Automation has helped us to improve the speed and accuracy of our permitting service.”

David More, Senior Advisor,
Environment Agency



Automation Works Wonders with a Public Sector Legacy Infrastructure

ABOUT ENVIRONMENT AGENCY

The Environment Agency is the environmental regulator for England.

It is responsible for major industry and waste, flood risk mitigation, treatment of contaminated land, water quality and resources, fisheries, inland water navigations, conservation, ecology, and supporting sustainable development.

The Environment Agency is the largest of 33 agencies and public bodies that make up the Department for Environment, Food and Rural Affairs (DEFRA). It employs about 10,600 employees in locations across the country.