



Glasgow City Council flourishes with Net.Visual

With more than 600,000 people, the historic city of Glasgow is Scotland's largest city. Glasgow City Council serves the metropolitan area of West/Central Scotland with a population of nearly 2.5 million people. Glasgow first established itself as a major commercial centre as far back as 1650.

While the name Glasgow means "dear green place", in recognition that it has more parks and open spaces than any other city its size, Glasgow's architecture is among the finest in Europe. In 1999, the city was awarded UK City of Architecture and Design, increasing the demand for the purchase of some of the finest and most beautifully preserved buildings in the United Kingdom.

Glasgow City Council found that the reliance upon manual procedures for property 'searches' created bottlenecks and inefficiencies in the closure of property transfers. This and escalating costs meant that the Council set about looking for ways to automate the process.

Transparency of Information

In keeping with the UK Government's goal of (80%) transparency of information to citizens, the Council set out to provide a full on-line system for lawyers, which would enable them to utilize the Internet to do on-line searches.

All of the information that the lawyers needed to do a search - i.e. planning requests/permission or special conditions such as building categorizations - was held in a database on the Council's legacy computer. Rather than migrate all of this data to a new

system, the Council preferred to integrate it with a new web-based solution.



From 'snail-mail' to the information highway

The new Net.Visual solution, designed and implemented by twincentric, sped-up the whole process. No longer was it necessary to rely on the skills, attitude and availability of clerks and a response mechanism relying on traditional 'snail-mail'. Now, all a lawyer had to do was to key in the address of the property and all of the history would be displayed on his computer screen.

Lower cost processes

The potential for cost-savings with a solution of this nature is evident. Reduced administration costs, reduced postage costs and properties are sold quicker. In turn, taxes/fees are collected quicker and commerce in the City of Glasgow continues to flourish.

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