



# Highways Response (HR)

## Key Benefits:

- Easy Install
- E-Consultation Hub Connector
- Powerful Workflow
- Automated Process
- Quick & Accurate Calculations
- Automatic reminders & alerts available
- Full legislation updates
- Powerful Reporting
- Full GIS Links

## Rapid Response

DEF's Highways Response has been developed in conjunction with several Highways Development Control teams to create a product capable of dealing with the full life cycle of a consultation request.

Suitable for both County and Unitary Highways Development Control departments, the product gives officers ultimate control of the work flow from receiving the initial request right the way through to final response.

### Why Do I Need DEF Highways Response?

With authorities only having 21 days to return an initial response back to the Planning authority in question, Highways Development Control officers are up against it from day one.

The problem is that day one is often not even in week one. In a lot of cases the consultation package is sent by post and doesn't arrive in an officer's in tray until it's too late.

In reality there often isn't time to do what is required within the 21 day period. Even if an officer can start the process on time, being able to complete a structured response on time is difficult.



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## The Solution

DEF Highways Response deals with the aforementioned issues allowing officers to concentrate on the Planning aspects rather than the logistics.

Requests for consultation can be entered manually from hard copy documentation but Highways Response really becomes efficient when it's used alongside the DEF Planning Portal e-Consultation Hub connector. Requests can be received automatically and directly imported into the products database.

Once a request has been entered, an allocation officer will receive an email informing them that it needs to be allocated. That officer can then quickly allocate the request to the most relevant officer who will in turn receive an email notification.

The core information will already be assigned to the record and all supporting documentation will be present. From this point the officer is clearly and quickly guided through each step of the process. Used in conjunction with the DEF Alert / Reminder Agent, officers can be kept abreast of any forthcoming date to ensure that nothing is missed or overlooked.

## Look & Feel

Several local authorities across England and Wales contributed to the design of this product ensuring that not only does it meet the functional requirements, but that the interface is simple to navigate yet powerful enough to meet the detailed needs of this market.

The software is available in a standard format although as with all DEF Software products, a level of software tailoring is available.

The solution presents the user with a familiar windows based interface ensuring fast and intuitive acceptance. Furthermore, the application has been developed alongside our other Highways products ensuring consistency of interface.



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## Reporting and Feedback

In order to support the officers in reaching their targets and to ensure responses are dealt with within the statutory limit, a suite of standard reports are available. These reports are designed between the needs of both officer and management.

Officer based reports are designed to give a detailed view of current workload, priority cases, bottle necks and much more. Management reports provide business intelligence to senior officers and decision makers.

## Support when you need it

Under the DEF annual Service Level Agreement (SLA), all Legislative changes in procedures are included as well as full user support from the DEF Software Service Desk.

## So How much does it cost?

The module cost is a one-off fee of **£2,960**. A single user license is included within this price. Additional user licenses can be purchased at **£600** each. The annual maintenance cost is **£2,495**.

## How can I see Highways Response working?

We can do this in a number of ways:

- We can come to you and demonstrate the product on-site.
- We can provide a link to a demonstration video online.
- We can provide a live video conference for a full demonstration.
- We can refer you to an existing customer who utilises the software.

## How do I get in touch with DEF?

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