



GovBook | Flexible Event Booking Service.

**A streamlined Event, Session & Course Booking Platform
Built For Local Gov.**

Using data from over 15 million citizen interactions, we've developed a streamlined booking app that is proven to help councils improve the delivery of low-complexity events by:

- Digitising services in five days or less
- Increasing operational efficiency
- Saving staff time
- Improving the citizen experience
- Collecting & visualising actionable data
- Improving access & uptake



Leverage Minimum Viable Services.

Go live with the core functionality you need. Then, start collecting data to iteratively expand on your service without over-engineering.

Meet modern expectations.

Transform how you interact with users at every stage of their journey with powerful engagement tools.

Save staff time.

Easily manage event & course bookings for multiple event types, channels, services & locations in a centralised admin portal.

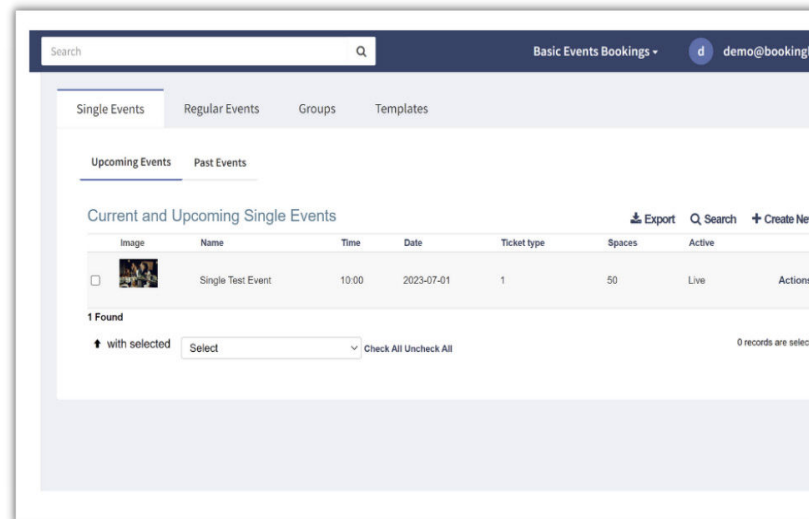
Give your staff the tools they need.

Increase efficiency & cut costs.

Improve processes.

Save time & reduce the cost to serve with an easy-to-use admin portal that:

- Helps manage multiple event types
- Automates menial admin tasks
- Collects & visualises operational data
- Improves communication with citizens
- Helps to reduce wasted capacity &
- Offers real-time service visibility



Simplify & automate your admin.

Easily manage bookings for multiple channels, event types, services & locations in a centralised admin portal.

Simple data, smarter decisions.

Monitor usage, collect feedback & continually adapt your events/courses to increase uptake, align resources with demand & improve the citizen experience.

Save your staff time.

Set rules around bookings, ticketing, pricing, waiting lists & more to automate access to your events & courses.

An all-in-one platform.

From scheduling, resourcing & attendee management to payments & comms — you'll have all the tools you need to manage your events effectively.

Meet modern expectations.

A better experience for users.

Do more with less.

Improve uptake & increase engagement with a platform that:

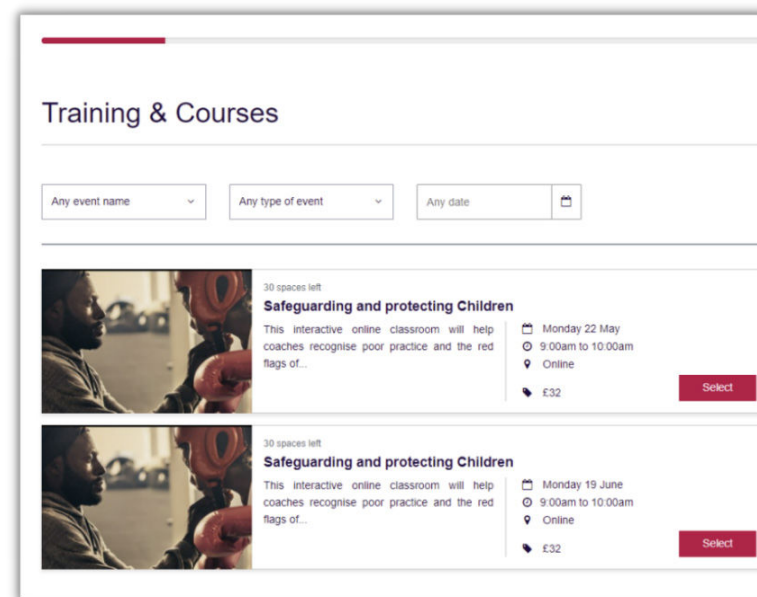
- Offers (instant) 24/7 access
- Enables end-to-end self-service
- Automates on-site access
- Creates two-way comms channels
- Eliminates queues &
- Supports multi-channel service delivery

Improve access. Increase uptake.

Users can easily find, book & pay for tickets to an event or course at any time, on any device, in 60 seconds or less.

Deliver multi-channel access.

Empower users to book, pay for & access services how, when & where they feel comfortable by integrating your in-person, virtual & over-the-phone channels.



Accessible. Secure. Reliable.

Your system will meet the WCAG 2.1 AA, comply with PCI DSS, GDPR, & ISO27001 & have a guaranteed up-time of 99.95%.

Keep users in the loop.

Generate automated comms for confirmations, reminders, updates & surveys from within the platform or via GOV. Notify.

These are just a few of the features you'll have access to.

System features:

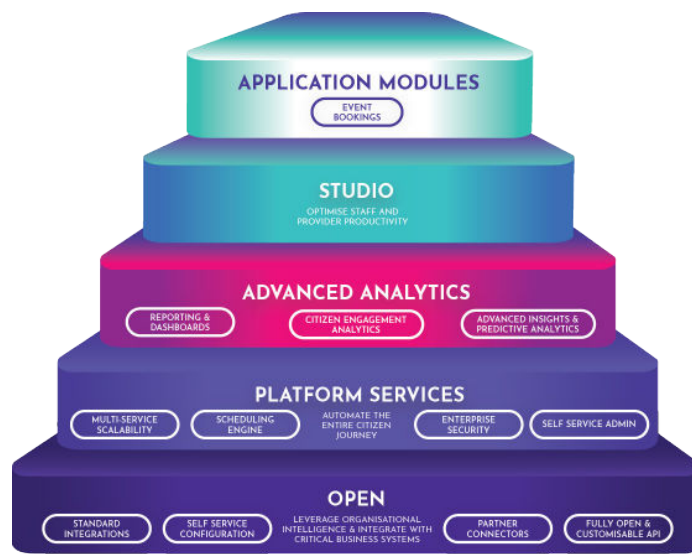
Feature	Description
AI-powered Scheduling Engine	<p>Our AI-powered scheduling engine manages the availability of staff, resources, and slots to ensure all bookings are made effectively.</p> <p>Flexible booking rules enable users to control elements such as the booking timeframe, cancellation timeframe, and max bookings – all within a simple interface.</p>
Create New Bookings	<p>Citizens and staff can create an event booking, add (compliant) information, select availability, and confirm a booking from within the admin portal or the front-end booking journey.</p>
Cancel Bookings	<p>Both citizens and staff can reschedule or cancel an existing booking from within the Admin Portal or via a unique booking link. The other party be automatically notified of any changes to a booking.</p>
White-Label Branding	<p>Use your council's branding across the entire end-to-end booking journey to deliver a consistent user experience.</p>
Waiting Lists	<p>For fully booked events, users can add (and remove) themselves to (or from) a waiting list.</p>

Multiple Event Types	Citizens & staff can schedule and manage bookings for in-person & virtual events. Our event modules also support free events, paid events, single events & recurring events that occur regularly at set times, days, weeks or months.
Self-Service Cancellations	Citizens will receive unique links to cancel their booking.
Payment Integration	Ability to pay for bookings via either of the following payment gateways: <ol style="list-style-type: none">1. Civica2. Capita3. HeyCentric4. Stripe5. WorldPay
Ticketing	Ability to manage multiple complex ticket types (PDF tickets, bar codes, eTickets & more).
Notifications	Automated emails and texts can be sent to citizens to confirm and/or remind them of a booking. The content of each notification is customisable and can include an embedded link to cancel or amend the booking.

Block Time	Users can block periods of time within calendars to prevent them from being booked by staff or citizens.
Follow-up Surveys	Templated follow-up surveys can be used as a baseline for survey creation. The templates support multiple question types and answers to enable flexibility in attendee responses. Questions can be edited, added or deleted from the templates.
Analytics Module (Add-on)	Collect and visualise actionable operational data with configurable dashboards & customisable reports.
QR Code Check-in App (Add-on)	A tablet-ready check-in app for marking event bookings as arrived.
GOV Notify Integration (Add-on)	Send email and SMS notifications via your GOV. Notify account.
SSO Integration (Add-on)	Ability to authenticate a user (citizen/staff) or automatically transfer details into the booking journey.

Connect your workflows.

Integrations & add-ons.



Platform Architecture

We've worked with our local government community to develop a range of off-the-shelf integrations that help councils improve the delivery of their event-based services.

Connect with payments.

Integrate your booking system with payment platforms like Capita, Civica, GovPay & more to connect your workflows & save staff time.

Automate event access.

Integrate your booking platform with various check-in apps to streamline event access & improve reporting.

Connect with notifications.

Connect bookings with notification services like GOV. Notify to automate the process of communicating with users

Connect with single sign-on.

Allow citizens & staff to sign into their account using their council login credentials by integrating bookings with SSO.

We've facilitated ~20 million bookings & helped ~60 council departments improve the citizen experience, increase efficiency & cut costs with an all-in-one citizen engagement platform.

To find out more, check out our listings on **G-Cloud**.

Let's talk bookings:

 info@bookinglab.co.uk

 www.bookinglab.co.uk

 [@bookinglab](https://twitter.com/bookinglab)

 [/bookinglab](https://www.linkedin.com/company/bookinglab)

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