



*How do you go about guiding city leaders in decision making & best practice?*

## The Brief

For over five years, we've worked with the Greater London Authority to deliver a research and intelligence function for their staff. We won a competitive tender in 2011 to deliver a new online database and research service, supporting evidence-based decision and policy making across the capital. Our aim was to ensure that the high standard of research support was maintained, while shifting many resources to a digital environment for staff to conveniently access wherever they were working. With more and more staff working flexibly, the Greater London Authority recognised the need for a culture change in how they sourced and used research.

## The Solution

We created an online portal of research resources, updated daily with the latest policy and research. By creating a new online portal we allowed staff to do simple research themselves. The physical library space in City Hall was consolidated, saving valuable floor space. Automating some processes meant we could offer new services to partners such as the London Boroughs. And our in-house team of researchers meant there continued to be specialist support available for those with complex or time-sensitive research enquiries.

## The Results

"Idox has had a significant impact on the Greater London Authority. One of the things we need to do in the public sector is save money and we've managed to achieve that; but more importantly we've improved the level of service provision to our clients, both within this building and out in the London Boroughs. We now have faster access to information from a more varied range of sources."

*Andrew Collinge, Assistant Director - Communities & Intelligence. Greater London Authority*

# GREATER LONDON AUTHORITY

