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Cx Trading Standards

Protect consumers and safeguard businesses and communities from unfair trading practices

Manage referrals, investigations and enforcement more effectively and efficiently.

To support communities and businesses and protect consumers, local authorities need to tackle and prevent unfair trading practices as effectively as possible.

Along with managing incoming referrals and notifications, you need to be able to monitor businesses, conduct investigations and work collaboratively with other agencies.

The more efficiently you can do that, the more time and resources you can focus on chargeable work, such as primary authority and business advice - to help bring in additional revenues.

Cx Trading Standards — part of Cx Regulatory Services cloud software — is designed to streamline all your Trading Standards processes. Intelligent and data-driven, it provides a holistic view of all the records associated with each case, to help you keep a close eye on businesses; and facilitates collaboration. As well as reducing the admin burden,

Cx Trading Standards will empower your team to work smarter with the ability to view, respond and update case information from any location and using any mobile device.

Simplified case monitoring

Cx Trading Standards makes it easy for officers to centrally monitor all the records associated with a case, including:

- Referrals and notifications

- Registrations, approvals and memberships, such as quality assurance schemes

- Business-related records such as people, addresses, vehicles and websites.

Intelligence-driven efficiencies

The solution automatically identifies similarities between cases to help you handle them more efficiently and

consistently. For example, it can suggest the most appropriate course of action, and which team member is best placed to respond. It also automates document generation and ensures follow-up tasks are recorded and monitored.

By helping your team work more efficiently, Cx Trading Standards enables time and cost savings by up to 40%.

Choose Cx Trading Standards to:

- Save time and costs

- Improve your team's productivity and responsiveness

- Support more informed and consistent decision-making

- Increase revenue generation.

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Cx Trading Standards – more intelligent protection

Better planning and scheduling

Cx Trading Standards provides workload reporting that helps managers plan and allocate team resources more efficiently. They have access to performance analysis reporting, allowing them to review, refine and improve their team's processes and working practices.

Advanced reporting

The solution provides advanced reporting capabilities that:

- Simplify generation of statutory returns, such as the FSA LAEMS data submission and the Weights and Measures Section 70 return

- Provide in-depth data analysis for more informed decision-making

- Facilitate data-sharing for multi-agency working.

Comprehensive communication engine

You can increase engagement and satisfaction by giving customers a choice of communication channels. As well as supporting your compliance with data protection regulations, this helps you promote channel shift.

A better user experience

Cx Trading Standards provides an easy-to-use, customisable dashboard; simplified information search; and role-specific data display. Its intuitiveness reduces training requirements and helps everyone in the team to work smarter.

Support for mobile working

Because the solution is mobile enabled, officers working in the field can access and update case records in real time from any location and connected device, with no need to return to the office or re-key data.

Keeping officers safe

You can attach customisable alerts to any type of record that prompt officers to take appropriate precautions before making a field visit, to help improve their preparedness and safety.

Secure cloud service

Our experienced teams will support your migration and ensure the cloud infrastructure that supports Cx Trading Standards remains secure and up to date. With a future-proof solution, you'll be able to focus more time and effort on protecting the communities that count on you.

Speak to an expert today }