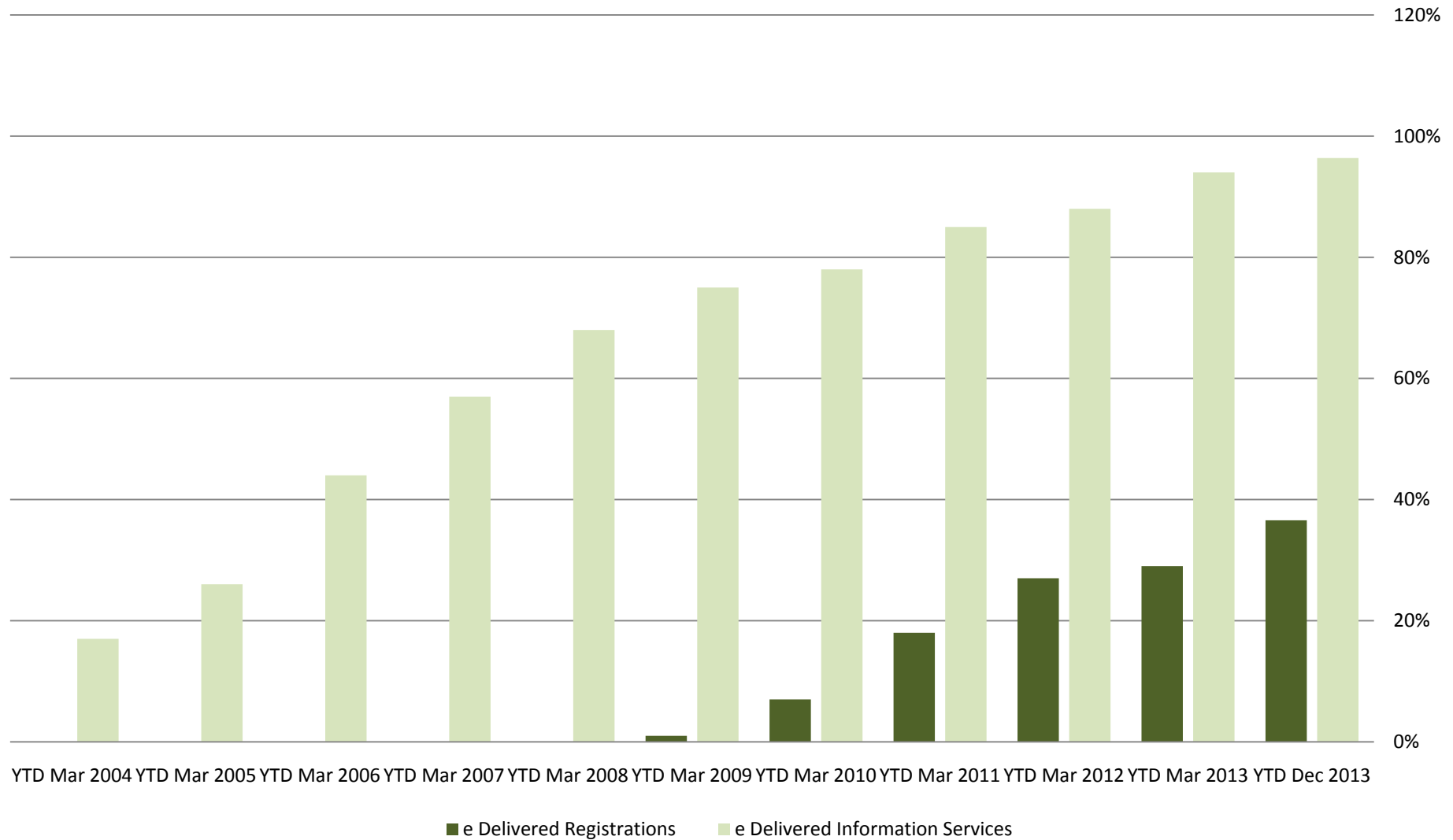


Backstory eDelivery



Drivers

- Customers
- Business Strategy
- Government Agenda
- Ageing IT architecture

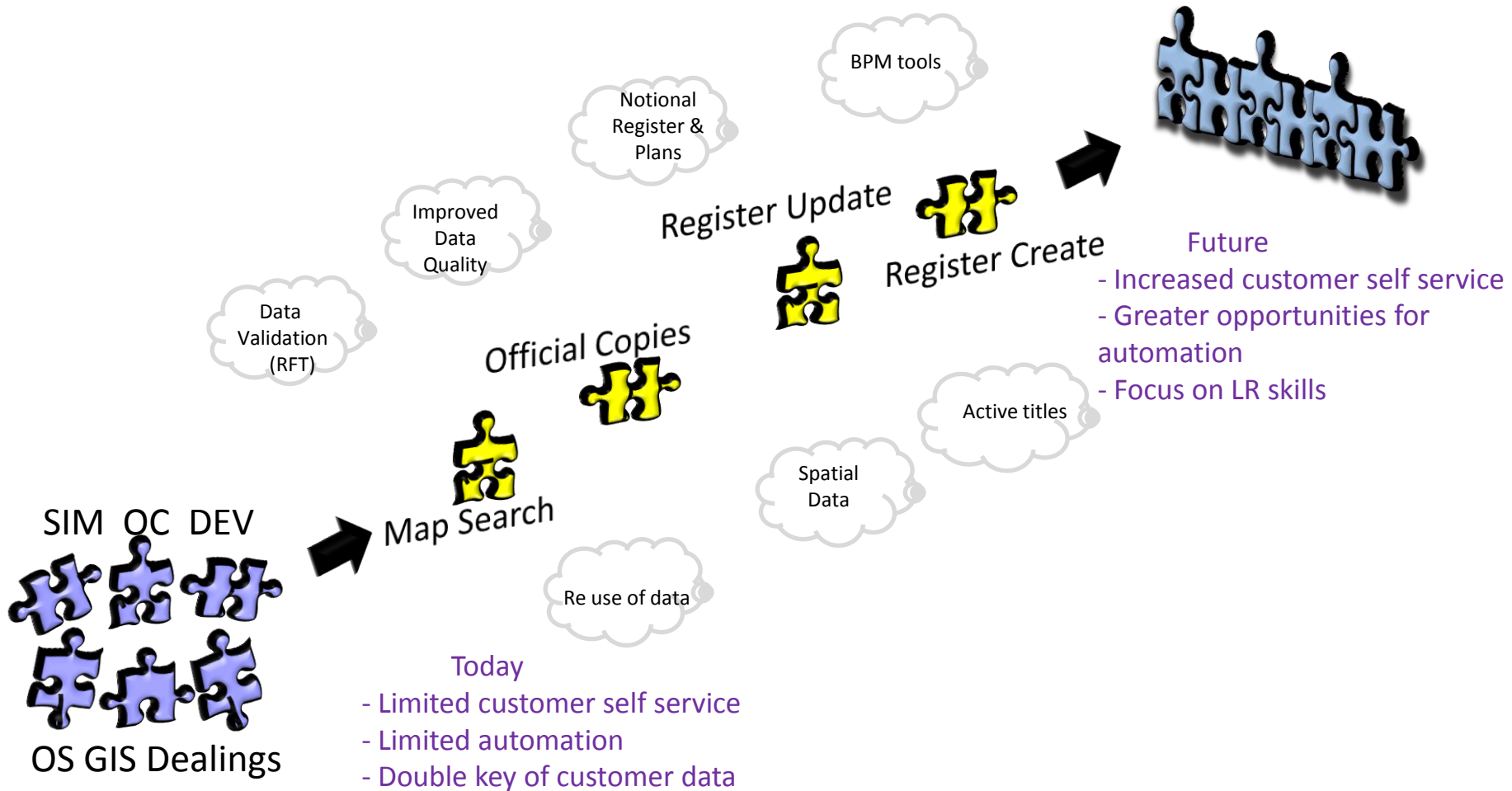
Current Services

- Most of our current services were created for the paper world
- Silo approach no connection
- We're now working in a digital world – 82% of adults in the UK are online
- Most of our customers work digitally
- Growing interest in data

Future Services

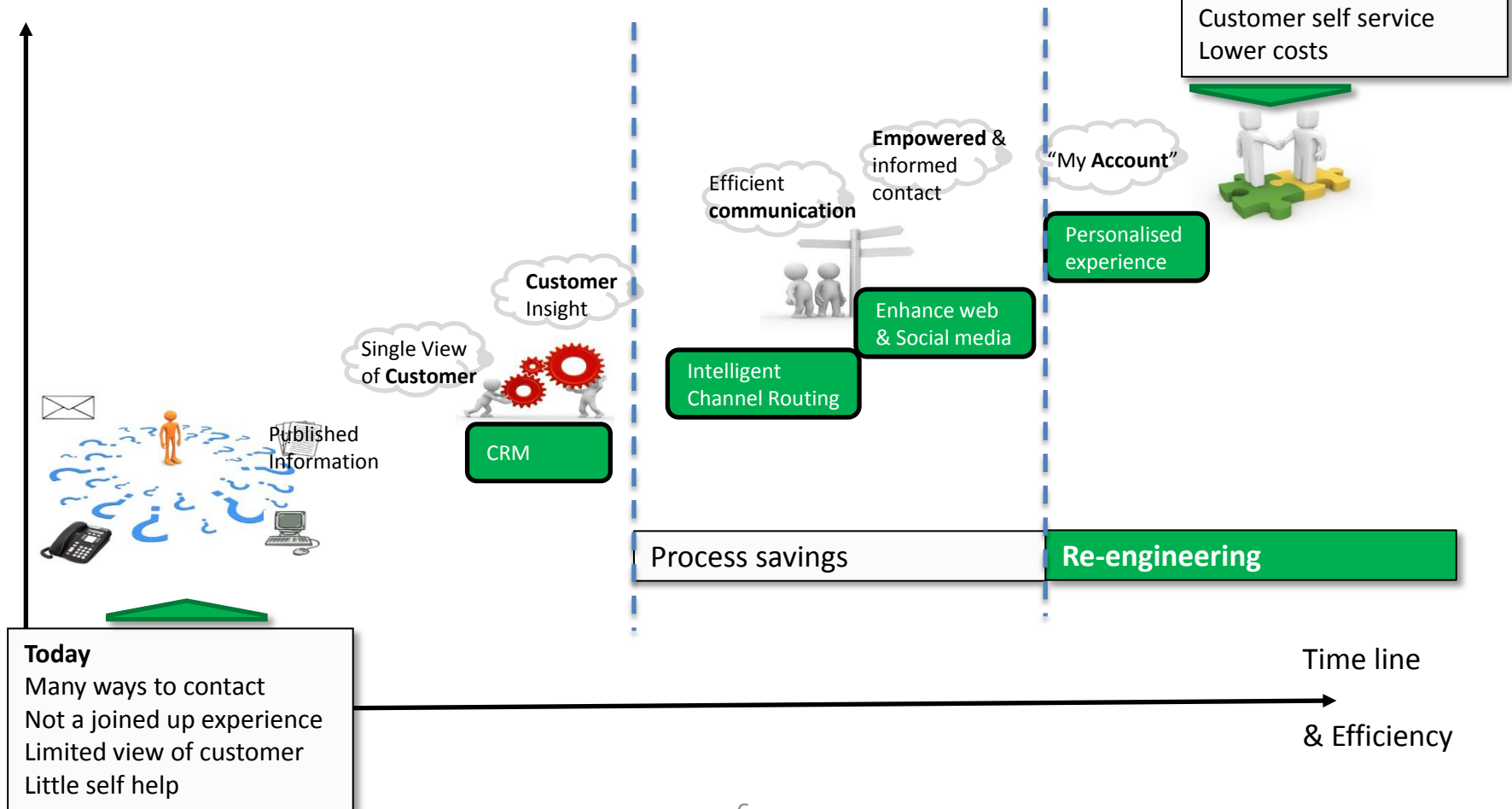
- Redefine our services – really understand customer needs
- Join services together in a way that makes sense to customers – tailored interaction
- Customers tell us once
- Exchange data with customers
- Re-use data supplied by customers to create register updates/new registers online for verification by staff

Digital Service Overview



Customer experience roadmap

Digital by Default
& Customer Experience



Map search

Postcode search Address search

Required fields are marked by *

Enter postcode.

* Postcode

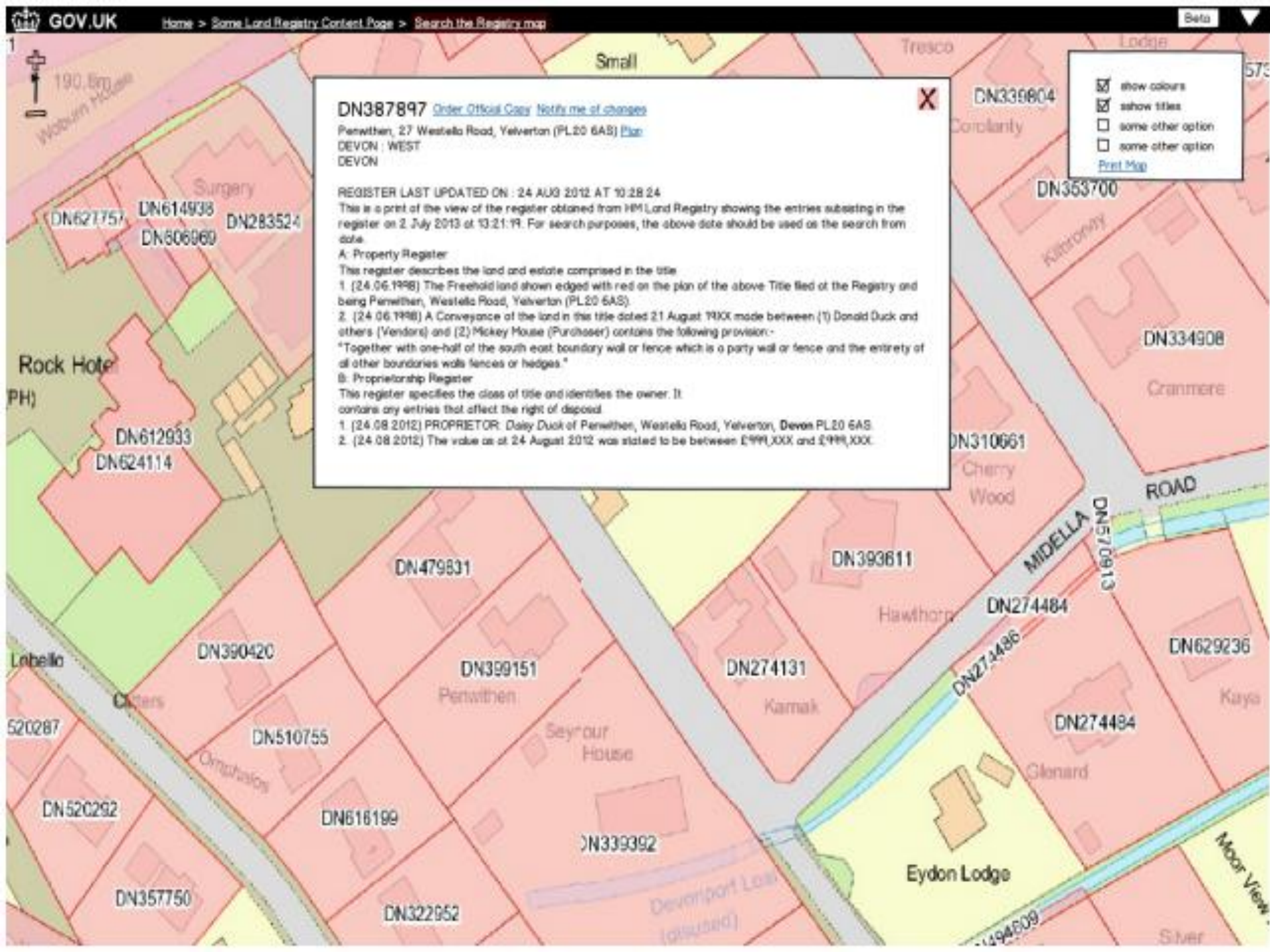
CA12 4PB

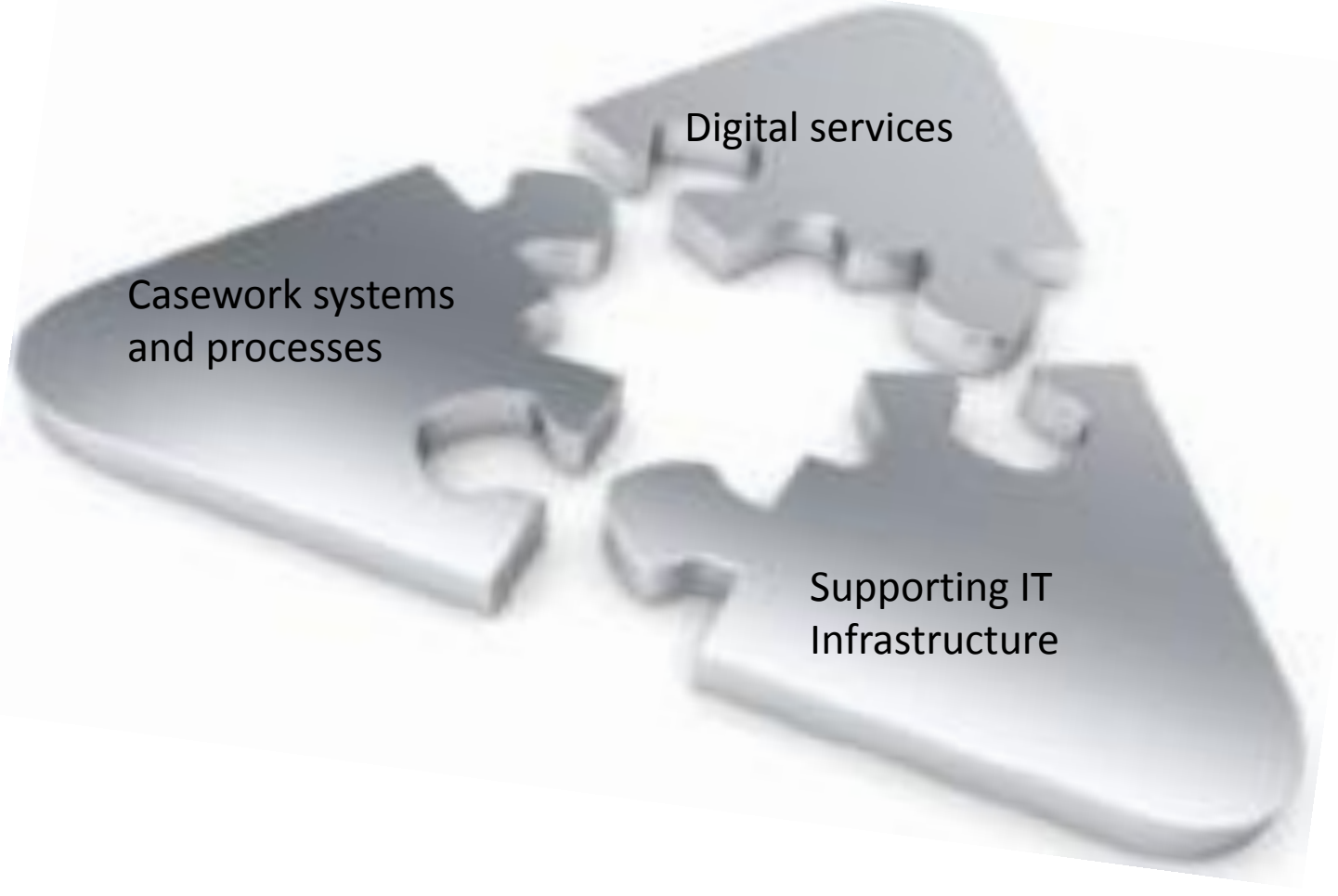
Search

Titles

Title number	Estate information	Address
CU103289	Freehold	28 Stanger Street, Keswick, (CA12 5JU)







The image shows three interlocking puzzle pieces arranged in a triangular shape. The pieces are light gray with a slight 3D effect. The top piece is labeled 'Digital services', the bottom-left piece is labeled 'Casework systems and processes', and the bottom-right piece is labeled 'Supporting IT Infrastructure'. The pieces are set against a white background with a subtle gradient.

Casework systems
and processes

Digital services

Supporting IT
Infrastructure

[Land Registry Map Search Overview -- A Simple How to Use Guide – YouTube](#)