kainos®

MAKING TRANSFORMATION A REALITY FOR THE DVSA.

The Driver & Vehicle Standards Agency (DVSA) employs around 4,600 people across the UK, including driver, vehicle and traffic examiners, customer service agents and corporate services professionals. As one of the agency's main objectives is to reduce the number of late MOTs, the DVSA engaged with Kainos to research, develop and build a solution: the MOT Reminders service.

Real transformation.

In 2015/16 around 28% of vehicles were late for their MOT at any one time – the majority of which were a week or more overdue. Statistics show that, for vehicles tested a week or more late, the likelihood of failure increases by up to a third.

DVSA has been working in partnership with Kainos since 2014 to drive MOT modernisation – from initial discovery, to deployment and beyond. This has included replacing the national mainframe-based MOT system with a modern, award-winning digital service. Kainos also helped DVSA to develop and implement the Check MOT history service, which has become the first citizen-facing online service developed as part of DVSA's digitisation strategy. The service allows car owners and buyers to access a vehicle's MOT history online, along with the due date of the vehicle's next MOT test.

IN SUMMARY

The DVSA has worked with Kainos since 2014 to create a number of digital services including the Get MOT Reminders service.

From real people.

Kainos takes a real-world, people-first approach to every project. So the first step was to discover the needs of the DVSA and its end users – traditionally the motor trade. It required a broad reach to engage directly with the motoring public at large, but delivered invaluable insight into attitudes in general, the MOT test specifically and how it contributes to vehicle safety.

The research also had the wider goal of not only informing users of the Reminders service, but also helping to bring DVSA together with citizens in a way that would enable the DVSA to deliver a new breed of public-facing services.

Kainos carried out research to identify why so many vehicles are late in having an MOT test, with the primary reason found being a lack of awareness that a test is due.

With the discovery phase complete, next came building and deploying the solution.

Get MOT Reminders service is the first of DVSA's digital services to leverage serverless technology. This technology simplifies the architecture of the service, minimising the run cost and leveraging the dynamic scaling characteristics of Amazon Web Services Lambda to support the demand for the service.

- Get MOT Reminders service was one of the first, and currently the heaviest, user of the Gov.uk Notify service across government.

- Gov.uk Notify, which brokers the transmission of the email and text reminders, is a Government Digital Service (GDS) hosted service that is used by many digital services across government.

- By redeploying the service in this way, Kainos has helped DVSA to avoid negotiating separately with email and SMS service providers.

IN SUMMARY

Kainos drives transformation from the ground up. As such, we commenced the project with a full engagement programme with the DVSA stakeholders and end users – the motor trade and motoring public. This insight was used to deliver a service of genuine value to the motoring public, which improves road safety – the first of DVSA's digital services to leverage serverless technology. Get MOT Reminders minimises the run cost of the service.

For real life.

The reminders service underwent thorough testing in 'private beta', with over 200,000 people using and providing feedback on the service. As a result of early user feedback, the service has been extended to offer reminders by text message in addition to email.

Motorists can now easily subscribe to the free, online Get MOT Reminders service using just the vehicle registration and an email address or mobile number – making it as simple as possible.

The project has proven a great success. As of May 2018, results include:

• **796,589** active subscriptions

• User satisfaction rate of **97.67%**

• Reduced number of late MOTs among subscribers – making a crucial difference to the safety of road users and pedestrians

For the motoring public, the benefits are a more effective means of remembering to MOT their vehicle that helps them to remain safe and legal on the road.

For the DVSA, the benefit goes beyond the practical need to efficiently and effectively enable drivers to stay compliant with legal requirements to keep people safe on UK roads. The new Get MOT Reminders service, together with the Check MOT History service, is the second public-facing digital service from the DVSA and is bringing the Agency increasingly closer to the motorist.

IN SUMMARY

After a Beta test with over 200,000 people using the service and providing feedback, the service was launched with the additional option to receive reminders as text alerts as well as by email. Motorists can now sign up for free MOT reminders, and the DVSA, by building its public-facing digital services, is building a closer connection with its customers.

Real transformation. From real people. For real life.
Call +44 28 9057 1100 to talk through your requirement with one of our experts, or request an appointment.

www.kainos.com/digital-delivered

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