



Govtech
SMART WORKING

“The eCAPTUREservice exceeded our expectations. We now assess claims in a completely new way, taking less time overall but spending more time on the important aspects of claim processing and, as a result, quality and accuracy have significantly improved. Letting go of traditional ways of working was key to our success and job satisfaction improved.”

Sue Knowles, Service Development & Monitoring Manager, Sandwell MBC



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eCAPTUREcase study

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Sandwell MBC

Sandwell has a benefits caseload of 43,000 and processes over 20,000 new benefits claims pa. Having improved performance steadily for a number of years, Sandwell wanted to achieve a further step-change in quality, accuracy and efficiency.

Business Objectives

Making Assessors more productive was a high priority and this could best be achieved by reducing the proportion of their time that was consumed by low value, “pre-assessment” activities, such as gathering and keying-in information, checking existing records and applying complex rules, before assessing each new Benefits claim.

The Solution

Sandwell deployed Govtech’s eCAPTUREservice in July 2007 to process new Benefits claims and worked with Govtech to enhance and increase the range of automated checks it performed. In 2008, use was extended to process Local Authority Input Documents (LAIDs) from JobCentres Plus and Council Tax Single Person Discount Review forms.

The Current Service

The eCAPTUREservice now automates the entire pre-assessment process for new claims. Starting with a scanned image of a claim form, or an electronic claim (such as a LAID), it automatically captures and subjects the claim details to over a thousand validation, matching and rule checks, before loading these into Northgate Benefits system, without manual intervention.

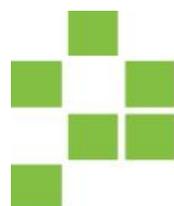
Assessors receive claims that are indexed, accurate and ready for immediate assessment. Errors, omissions and inconsistencies are highlighted on a claim notepad so that Assessors focus purely on assessment and customer engagement.

The Results

After deploying the eCAPTUREservice, Sandwell

- **Within weeks** dispensed with agency workers, saving over £200,000 pa
- **Within months** redeployed five permanent staff into other activities
- **Within a year** cut overtime by 50%

At the end of the first 12 months, the size of the team processing new Benefits claims had decreased by eleven (43%), releasing resources for other service priorities.



Sandwell
Metropolitan Borough Council



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"The eCAPTUREservice offers us a solution with a guaranteed return on our investment. The business case for the purchase of Govtech's eCAPTURE service made perfect sense in the form of lower claim processing costs and improved productivity. The benefits of this investment are already there to be seen. I can categorically state that the decision to invest in the eCAPTUREservice has been a successful one."

Stuart Kellas, Executive Director of Finance and Business Services



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Today, the proportion of time Assessors spend on assessment and customer engagement has been transformed. Assessors now process three claims in the time it used to take to process two. Accuracy, turnaround and customer satisfaction have also continued to improve, with fewer errors, less re-work and with monitoring checks scaled back.

Assessors have let go of mundane clerical tasks and now focus purely on the more rewarding aspects of the job.

The Credit Crunch

In the 6 months after October 2008, the volume of new claims being received daily by Sandwell **increased by 50%**, with up to 150 claims per day being received at peak times.

"We have been able to manage the increase in new claims as a result of the economic downturn effectively."

The eCAPTUREservice has helped Sandwell to maintain and even improve performance during the recession.

"Claims are loaded into our systems by 9am each morning without human intervention. Data accuracy levels have been driven up as all the information provided on the form relevant to entitlement is automatically loaded"

Despite the increased pressure on the service caused by the economic downturn, over 90% of Sandwell's Benefits customers are satisfied with the service they receive.

With the eCAPTUREservice helping Sandwell to target their resources and skills more effectively, performance is up, costs are down and customers and staff are happy.

The eCAPTUREservice is a hosted solution meaning you can deploy it in weeks without buying new software and without having to re-train your staff. The eCAPTUREservice is used to capture data from electronic and paper claims, subjecting these to over a thousand verification and validation checks against existing records before loading the claims into any mainstream Benefits system. No more data entry; no more clerical checking. Just assessment.



Sandwell
Metropolitan Borough Council

Find out more

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