

Contact us

If you are looking for a way to channel shift reliably, accurately and easily, then **eCAPTURE Benefits** is the answer.

Channel Shift is more than just web forms; it is the automation of all your back office routines and processes.

eCAPTURE Benefits from **Govtech** transforms content from online Benefit claims using a fully automated process, which validates and integrates with your back office.

So if you are looking to make Channel Shift work for you then there is only one name to remember – **Govtech**.

At the heart of Channel Shift.

For more information about **eCAPTURE Benefits** or **Govtech** please call us on **01285 659286** or go to **govtech.co.uk**

**eCAPTURE
Benefits**

Benefits

100% Govtech

At the heart of Channel Shift

If you are looking to make Channel Shift work for you in Benefits then there is only one name to remember – **Govtech**.

At the heart of Channel Shift.



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As the momentum for **Channel Shift** gathers pace, the need to integrate your web forms with your back office system increases. **eCAPTURE Benefits** from **Govtech** transforms content from online Benefit claims using a fully automated process and loads them into your Benefit system, ready for immediate assessment.

100% utilisation

eCAPTURE Benefits increases the reliability and resilience of service resources by automating low value activities that consume so much assessor time. With **eCAPTURE Benefits**, your resources aren't consumed by clerical tasks, but are focused on verification and customer engagement. By helping to focus your resources on what matters, you get more from them.

100% validated

eCAPTURE Benefits subjects every claim to 1,000 automated validation checks before cross-checking circumstances against existing records. **eCAPTURE Benefits's** automated routines won't miss anything, or forget anything, so assessors can be confident they are working with complete and accurate information.

100% consistent

eCAPTURE Benefits's rigorous validation routines guarantee the consistent levels of quality and accuracy you need to channel shift Benefit claims to citizens and partners, so they can use the web to serve themselves instead of consuming your resources.

100% peace of mind

With **eCAPTURE Benefits**, assessors never miss a change in circumstance, role reversal, partner swap or other affected claim. **eCAPTURE Benefits** automates complex calculations, like Claim Date and Effective Date, and produces a custom notepad to act as a checklist for each claim, drawing attention to anything else that may affect entitlement.

100% Govtech

At the heart of Channel Shift

eCAPTURE Benefits has been used by many councils to great effect and has transformed the way that they utilise assessor resources. **"eCAPTURE Benefits offered us a guaranteed return on our investment in the form of lower claim processing costs and improved productivity. I can categorically state that the decision to invest in eCAPTURE Benefits has been a successful one."**

Stuart Kellas, Director – Strategic Resources, Sandwell MBC.

40% less time spent on each claim

With **eCAPTURE Benefits** automating all the routine checking **"Assessors take 40% less time to complete a new claim and now focus on the more complicated aspects of assessments."**

Mark Fowler, Head of Income and Benefits, Croydon Council

50% improvement in assessor productivity

More claims, fewer mistakes, less monitoring. **"eCAPTURE Benefits exceeded our expectations. We now assess claims in a completely new way, with assessors processing 3 claims in the time it used to take to do 2, but spending more time on the important aspects. As a result, quality and accuracy have significantly improved."**

Sue Knowles, Revenues and Benefits Service Development Manager, Sandwell MBC

90% online self-service

One council now consumes no resources capturing new claims. **"Over 90% of our benefit claims are now online self-service claims. To achieve this, we needed to improve the way we get all the information into the Benefits system, reducing duplication and manual effort, yet be confident we could assess all claims based on reliable, consistent data."**

Mark Fowler, Head of Income and Benefits, Croydon Council

100% integrated

Simple and non-disruptive to deploy. **"eCAPTURE Benefits is a service with no software to buy and no new technology to master. It takes care of all the integration complexity that comes with supporting a range of channels and simplifies channel switching."** Whether you use Northgate, Academy or Civica; with BECS, IEG4, Gandlake, Agilisys or Victoria Forms, **eCAPTURE Benefits** will make channel shift work for you.

100% Govtech

At the heart of Channel Shift