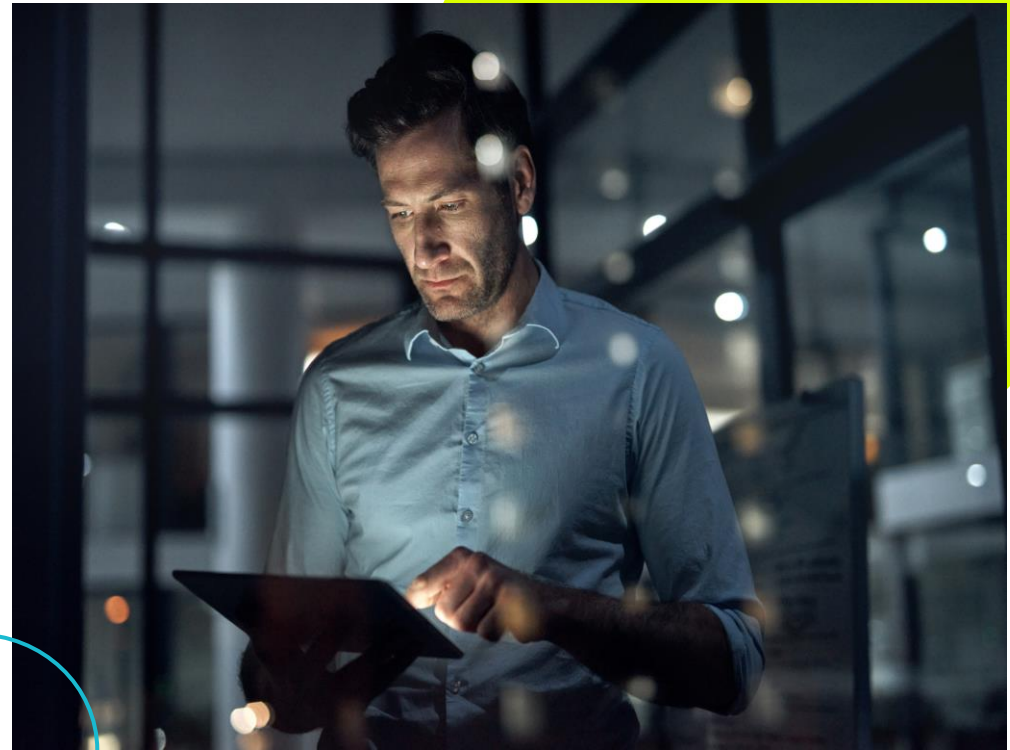# G-CLOUD 14

Service Definition

its.

Case Management Services

- Solution Overview
- Business Need
- Case Study
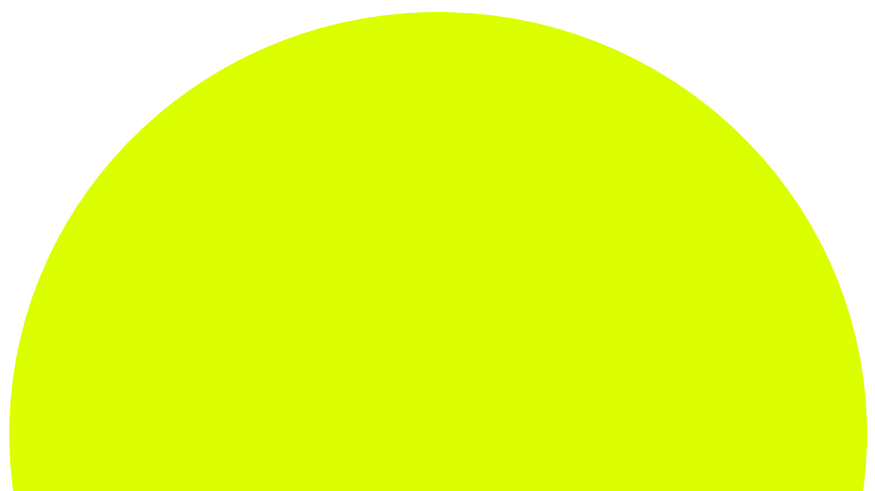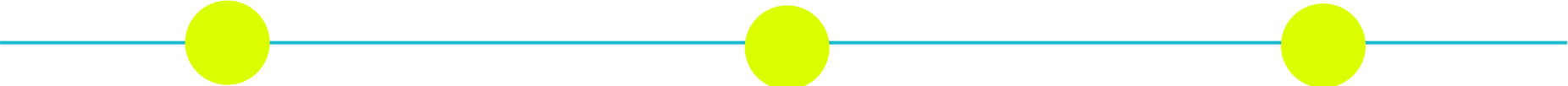- Our Services And Assurances

Solution Overview

Case management has become infinitely more complex and nuanced over recent years, and only now is technology finally delivering what organisations really need from it. Whatever type of dynamic case management your organisation requires, ITS has the expertise to make it happen.

Our case management services are specially designed to meet the unique challenges and responsibilities faced by your business. We understand that all cases are different and therefore any management solution must be equipped to handle any and all intricacies, as well as provide the ability to monitor case progress and be reactive to updates whenever and wherever you are.

Our Case Management Services cover all areas of configuration of your existing case management solution from workflow, incoming applications, submitted claims, complaints, claims moving to litigation, and much more. Our services also cover amending configuration, creating new processes on your behalf, training and ongoing service and support packages.

- For organisations, who have an existing Case Management Solution which need refined or reconfigured

- For organisations seeking to meet new compliance with industry standard or internal regulation and process.

- For organisations who ongoing support of their Case Management solution from case management solution experts.

- For any organisation looking to replace or automate and streamline complaints, investigation, inspection, subject access request, Freedom of Information, grants or claims management.

- For organisations who require best in class service management from case management solution experts

- For organisations that want an effective and modern user interface, in line with the Microsoft digital office experience that millions of staff already use on a daily basis.

- For organisations wishing to demonstrate efficiency and return on investment through comprehensive BI and reporting.

- For organisations who place citizen satisfaction with service high on their agenda.
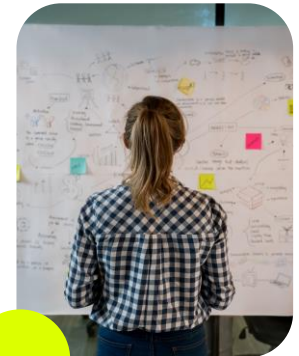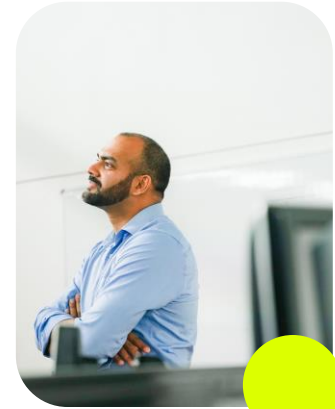
Our Services and Assurances

Why ITS

At ITS we're in the business of creating technology solutions that anticipate change and are designed to tackle any challenges or complex problems that our clients face. We position digital at the heart of everything we do, focusing on the needs of the end user – citizens.
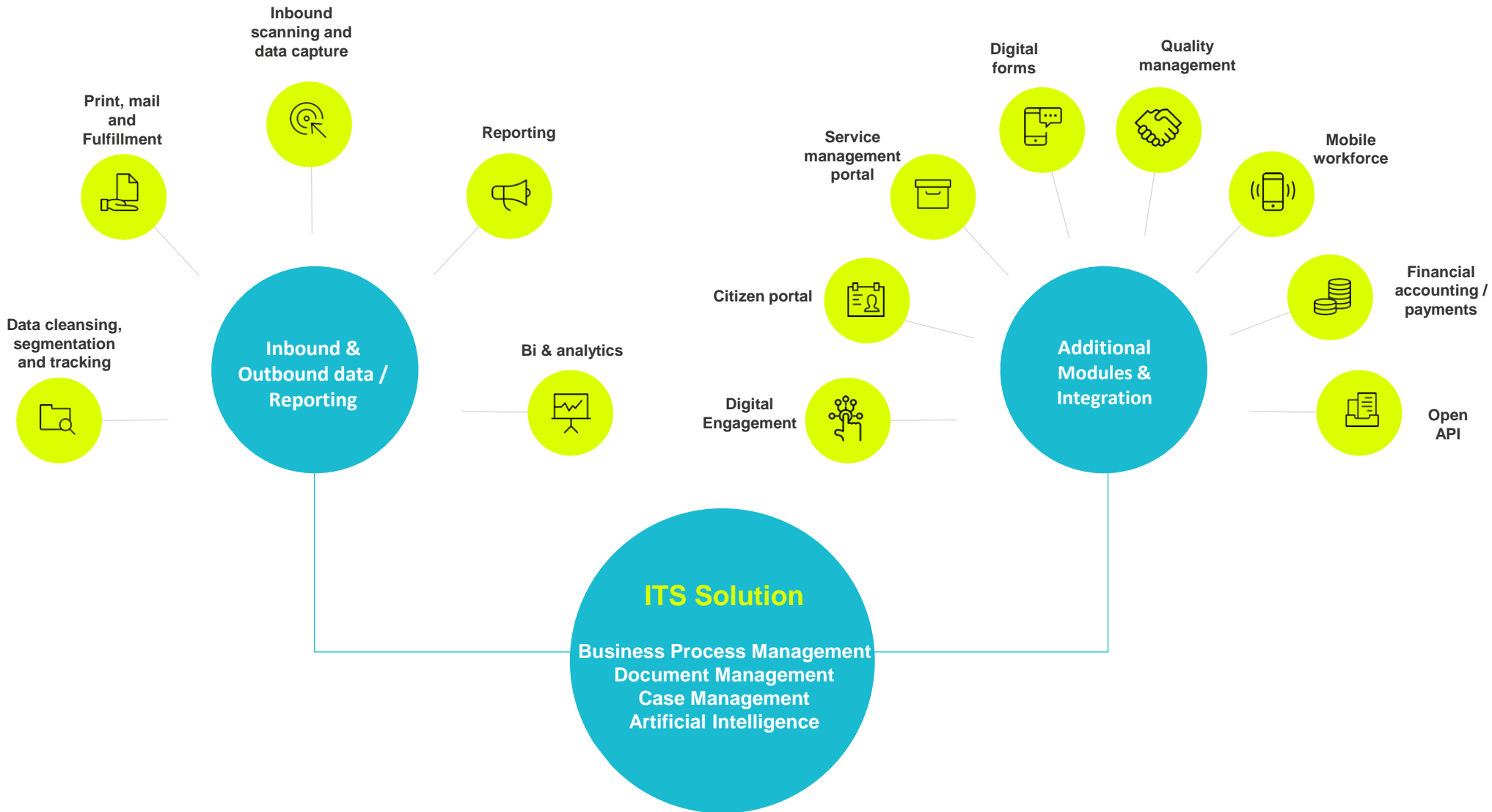
We understand the complex challenges and changing priorities that our public sector clients have to cope with. Citizen expectations are ever-changing, and organisations are now expected to deliver services that are easily accessible, personalised and secure. With the average person now spending more time using technology than sleeping, our goal is to place our clients at the forefront of the new digital landscape.

We're not just a new or unknown digital solutions specialist – For over 55 years we have provided Payroll, HRP and innovative software services for public sector departments.

We work collaboratively with all of our clients to shape projects, build or increase digital capability with our full portfolio of bespoke solutions, tailored to each client's requirements.

From providing records management solutions to central government departments, to customised rate collection systems for local government agencies, we have an extensive track record of working with public sector bodies and agencies across all sectors. ITS has been chosen as the private sector partner to provide scalable and highly secure IT solutions to government departments operating in highly compliant and confidential spheres. This includes solutions for the Insolvency Service, Independent Office of Police Conduct, Health and Safety executive, Office of National Statistics and Department of Justice.

Inbound scanning and data capture

Print, mail and Fulfillment

Reporting

Data cleansing, segmentation and tracking

Inbound & Outbound data / Reporting

Bi & analytics

Digital forms

Quality management

Service management portal

Mobile workforce

Citizen portal

Financial accounting / payments

Digital Engagement

Additional Modules & Integration

Open API

ITS Solution

Business Process Management
Document Management
Case Management
Artificial Intelligence

Who We Work With

We deliver transformation to key government departments and public sector bodies and agencies across the UK, including:

Digital Transformation

At ITS, we believe in survival of the efficient. That's why we deliver transformative experiences and digital excellence by providing intelligent solutions which accelerate efficiencies, engage citizens and build stronger, lasting results.

We think about the digital future and how we can help our you solve your most difficult challenges and to operate more effectively in a digital world. From digital on-boarding to client portals, from legacy modernisation to data management, our portfolio of solutions helps to make the complex things simple by accelerating efficiencies, improving processes and facilitating digital disruption.

We build strong relationships and provide client-centric solutions with a strong focus on digitisation to create smoother, faster and better experiences for the end user by modernising legacy systems and enabling a mobilised workforce while ensuring compliance and regulation.

Our user-first approach and extensive experience in designing and developing innovative solutions means we can deliver secure, digitally inclusive, cost-effective systems which are customisable by default to comply with regulation today and in the future
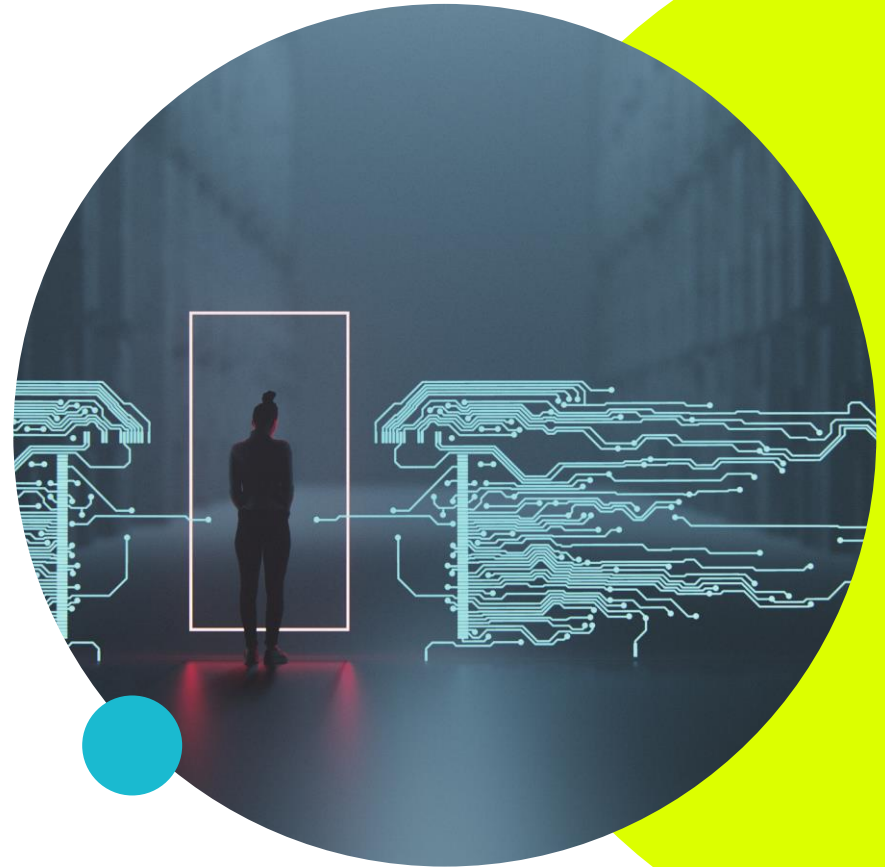
Specialist Cloud Services

Design

ITS has a team of dedicated Solution and Technical Architects responsible for the overall software and hardware architectural design. Our team can design and offer advice on complex solutions to meet unique business requirements, adding efficiency and effectiveness to your business processes.

Business Analysis

We have a wealth of experience and strong track record of successfully delivering and supporting business process redesign projects. Our Business Analysts use traditional and agile techniques to understand highly complex client processes using a range of techniques including workshops, prototyping, user stories, process flows, use cases and as-is and to-be analysis.
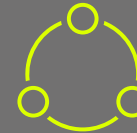
Application Development and Management

ITS has a proven approach to project management and development that incorporates key aspects of PRINCE2 methodology, with a mix of Agile development and waterfall processes. We help clients build and manage accessible, customised applications on a range of platforms.

Configuration and Development

Our dedicated teams have a wealth of experience in the configuration and development of software systems. We have certified teams experienced in product sets including CRM, SharePoint, Collaboration, portal, Document Management, EDRMS, Business Process Management and Business Intelligence.

IT Consultancy

Whether you are managing software, applications or an IT infrastructure on premise or in the cloud, we help organisations to manage change as well as the challenges of planning, delivering and supporting IT.
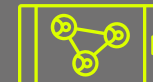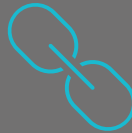
Specialist Cloud Services

Project Management

ITS has a proven approach to project management. We incorporate the key aspects of PRINCE2 methodology, project management best practice and rules of engagement to complete your project on time and within budget.

Service Management

Service Management from ITS helps to improve the effectiveness of IT operations by implementing ITIL based principles. Whether it's delivering a service desk or maintaining a tight security regime, we can help.

Data Migration

Data migration is crucial to implementation success. Our specialist data migration consultants will use best practice ETL processes to migrate your valuable data from legacy systems and associated source data, with a minimum of disruption to your business operations.

Testing

Our experienced and accredited software testers can help ensure that your software is of the highest quality at every level, from user acceptance to unit testing. We employ a range of testing methodologies, both manual and automated, and use our specialist product knowledge to give our clients confidence in their software solution.

Transition Management

ITS can help you manage the process of systemic change within your organisation including transitioning from legacy servers to the cloud or between infrastructures. Our transition Management Services can give you the strategy and planning services to support your transition, while reducing the associated costs and mitigating identified risks.

How We Work With You

We combine unparalleled expertise and capabilities with original thinking and advanced technology solutions to deliver innovation, experience and results that make a difference. Whether it's delivering analytical tools and insights or improving efficiencies with newer, faster systems, we empower organisations by taking them on a journey to digital excellence to provide citizens with the experience they want.

From end-to-end, through security, stability and performance, and beyond to digital enablement, our clients trust us to deliver on every count. We take a user-first, agnostic approach by focusing on your requirements to ensure we match them with the right technology, providing the best solution possible that gives them the flexibility and scalability they require to deliver improved outcomes for the end user.

We Operate Across Three Key Pillars:

Technology   **Process**   **People**

Technology

Innovative Digital platforms are the key enabler for our business solutions. It drives us forward in a world increasingly focused on digital relationships, straight-through processing and using data strategically.

Our technology solutions are:

- **Well invested and wholly owned, with a focus on new and emerging technologies -** A dedicated Research, Development and Product team driving an innovative roadmap responding to customer demand with emerging technologies

- **Scalable -** horizontally scaling capacity across all our platforms, resulting in low marginal costs as growth accelerates.

- **Flexible -** We have developed our solutions to meet specific client needs. We use these platforms to run our own operations and to provide Software-as-a-Service and Platform-as-a-Service for clients.

- **Secure and resilient -** Solutions provided on-shore and configured for security, resilience and scale and we provide services at the level of Official – Sensitive.

Platform Overview

Microsoft Azure

Microsoft Azure is ITS's public cloud platform of choice. As a well-established partner of choice and former Irish hosting partner of the year with Microsoft, we have a depth of experience when it comes to providing solutions on the Azure public cloud platform. Azure is an open, flexible, Enterprise-grade cloud platform offering IaaS and PaaS. It is the largest, fastest growing (120,000 new subscriptions per month) and most compliant (70 plus compliance offerings) global cloud offering and offers UK, European and worldwide hosting options. It meets the UK Government's cloud security principles and is set in a robust IT environment, providing end users (tenant administrators) with a modern, functional management interface.

Azure utilises comprehensive Disaster Recovery (DR) and Business Continuity Planning (BCP) capability through 'paired regions', which ensure your content is subject to resilience across multiple data centres in the same geographical region (UK, Europe) whilst adhering to strict SLAs and backup strategy.

Client Hosting

We work collaboratively with our clients' IT teams by complementing their existing hosting platforms on their premises with our own services. When we agree our client's requirements, we provide outline infrastructure requirements in line with the requirements of the solution. These are reviewed the client and then further tailored by us to ensure they meet the required infrastructure standards that we have agreed we will comply with. Once the standards and requirements have been agreed, these are signed-off by both parties.

ITS can supply new infrastructure and platform licenses or reuse your licenses where required. Service support levels will be defined in the agreed contract, including ITS's level of access to the solution if not fully managed by us, and our service team will visit your premises to support the system when needed.

Processes

Our digital first approach helps organisations improve efficiencies and deliver excellent citizen and client experiences. Using our technologies, we can help you build applications that deliver digitised, streamlined processes, provide operational transparency, enable data-driven decision making and make your employees more productive.

People

Our priority is to understand and accommodate your needs and through our client-centric approach we aim to cost-effectively transform operations, worker and citizen experiences. Whether our clients want a revolution or evolution we work in partnership with you to find the right balance of focus at the right time for you.
We not only have the solutions, we have the people to deliver and drive them. Our team of experts work in an agile and flexible manner that enables them to deliver advanced digital technologies to specification and to deadline. We are process engineers dedicated to driving efficiencies and improving outcomes. With best-in-class industry tools, through digitisation we aim to apply new, now.

Our Delivery Approach

We provide the necessary expertise and guidance to ensure a smooth implementation and go-live, and subsequently deliver ongoing system support and service management.

ITS understands that clients are at different maturity levels when it comes to project delivery. As a result, we work with you using whichever method is most appropriate including full waterfall, agile hybrid and pure agile implementations.

For clients embracing agile hybrid, where specifications are agreed in advanced of development commencement, as well as pure agile delivery, we can prepare show and tell sessions where the you can see and interact with the solution, thus getting earlier visibility of the application, which enables for faster feedback and more efficient training across your user community.

ITS works closely with you to produce an implementation plan which incorporates:

- System configuration including user setup and organisation specific static data and content
- System verification
- Project management and governance
- User training on the system
- Communication to users and stakeholders

Service Management and Support

Service Management

ITS can provide dedicated Service Managers as the point of contact for each of our services. Their key responsibilities are the day-to-day co-ordination of the ITS support function; providing status updates and monthly activity reports; coordinating product issues through to resolution; and coordinating the scoping, planning, costing and overall management
of change.

ITS will issue service performance reports on a monthly basis to include a summary of any incidents, overall service availability metrics, major incidents and recurring or related issues or trends to be addressed. Meetings will be convened regularly to review the service management report and agree any actions for the next service period(s).

Planned Maintenance and Service Interruptions

Planned maintenance may be carried out by either ITS or the client in accordance with any pre-agreed maintenance timetable, and will, where possible, only be carried out during periods where the availability or performance of the relevant service elements will not be affected.

The pre-agreed timetable can be updated according to requirements at service review meetings. Scheduled interruptions to the agreed service hours will be either standing or ad-hoc arrangements, both of which will be agreed between us.

Service Levels

Service hours will be defined and agreed according to your requirements and service availability. The service availability will be measured as a percentage of the total time in a service period and will be provided within the monthly service performance report. ITS will work with you to agree appropriate schedules and management information including measures of performance.

Accreditations and Memberships

We deliver transformation to key government departments and public sector bodies and agencies across the UK, including:
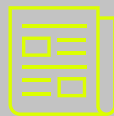
Case Studies

Land and Property Services

Land and Property Services (LPS) partnered with ITS to implement a fully managed service and customised rate collection system which includes software provision, hosting, disaster recovery, printing, payments handling and debt collection.
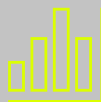
Land &
Property
Services.

900,000
Rates are collected on properties across Northern Ireland.

700,000
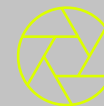From 700,000 rate payers.

£1.2 billion
Generating in revenues for the Northern Irish Executive.

84.5%
We verified and traced 84.5% of end dated accounts.

27,478
Helping to generate new rate demands for 27,478 properties.

£13.5 million
Generating an extra £13.5 million in revenue for the Northern Irish Executive.

DIGITALLY TRANSFORMING
CITIZEN SERVICES FOR A
BETTER FUTURE.

UK Central Government

ITS created a document and records management solution for a UK central government department, with the dual aims of increasing collaboration and meeting compliance obligations. This would be followed by the management of the overarching document and record Management capability and use of SharePoint across the department's tenant.

- ITS's fully managed EDRM solution replaced the HP TRIM platform and included migration of all retained records to a MS SharePoint environment – Data is now managed and retained data to **IL3 (Restricted**)

- Utilisation of Office 365 components in a controlled manner to provide a departmental wide content management solution scalable to **80,000 users**

- **60TB** of information successfully migrated from file shares to SharePoint online

- Utilisation of repeatable template based Information Architecture designs in conjunction with RecordPoint Records 365 for flexibility and comprehensive record management.

- Digital content management Strategy implemented – further rollout of portals and templates across its HQ user base of **37,000 users**

- Increased usage of the core EDRM solution **1,500 to 37,000** Users due to a simpler platform and classification

UK Investigation Body

ITS partnered with a UK Investigative office to develop a complaints management system, enabling for the efficient management of complaints from receipt through to resolution and reporting.

- ITS developed a comprehensive case management solution leveraging the power of the customised Dynamics 365 cloud based customer service portal.

- The construction of an online platform permitted members of the public who wished to make a complaint to register and lodge their grievance. Once submitted, complainants were able to check on the progress of a complaint and receive regular updates on the status of their complaint via the organisations online portal or through email updates as the case progresses.

- Workflows helped automate tasks such as document and email generation, document approval cycles, automatic upload of documents from Dynamics 365 to SharePoint Online and various key performance indicators (KPI).

- The custom-built platform written within the confines of Microsoft code, allowed for the flexibility of the prerequisites to be linked into a fully functional Dynamics 365 solution from Microsoft allowing for the successful launch of an online portal where members of the public could submit complaints with ease and be led through a transparent process to resolution.

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