



Easy & Assured. Efficient & Compliant.



The correspondence case management service that the UK public sector relies on

Pricing Document



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## Introduction to eCase's Service Models

eCase is available in a variety of service models to suit all type of public services' needs and budgets (see Table 1 for a full matrix of each of eCase's service models).

### eCase Basic

eCase Basic is an entry level service enabling public sector bodies with simple correspondence case management needs to utilise eCase. Limited to eCase's Core Case Types (such as FOI, SAR, Enquiries & simple Complaints). With maximum case volumes of up to 25,000 cases per year, our Basic service is hosted in a UK based multi-tenanted internet-only facing environment.

With eCase Basic, organisations are able to process their correspondences and report on their statutory performance using pre-configured industry best practice templates. However, further enhanced configuration is restricted, so this service may not be suitable for all organisational needs.

### eCase+

eCase+ is Fivium's mid-level service that builds on the eCase Basic service, but without the limitations. eCase+ focusses on ensuring that users are able to work with ease and assurance, whilst managers can be confident that their teams are operating efficiently and compliantly. Combining these factors enables eCase+ to prove that it delivers the net highest value to customers.

Enabling organisations to manage and configure all eCase's 'out of the box' case types (including both Central Government, Local Government & Police Service-specific cases) as well as developing additional ones. eCase+ is hosted in a UK based multi-tenanted environment, with no limitation on annual case volumes.

Our eCase+ service is complemented by the eCase Experience Group, which includes a managed onboarding process as well as a comprehensive Customer Success Programme that ensures value from the investment is always derived, validated and documented. Additionally, eCase+ is backed by a suite of complementary tools (such as our Bulk Download Reports, eCase Capture, Secure Share, eCase Redact, Disclosure Log and more) as well as access to our API & SSO extensions.

Furthermore, by using eCase+'s HMG Case Pool 'parent' bodies, such as ministerial departments, can share their case volumes with executive agencies, non-departmental public bodies and shared services partners, thus ensuring maximum efficiency and benefit realisation from their invested in case volumes.

### eCase Premium

eCase Premium is Fivium's superior service for public bodies where single tenancy is the only option.

With all the elements of the eCase+ service, eCase Premium includes a fully supported on-boarding process as well as 3 days (as opposed to the 2 days that comes with eCase+) of a dedicated Go Live contact's time, monthly Service Reports and a 50% larger Innovation & Training Fund Service Credit allowance.

eCase Premium also benefits from tighter Support Response & Resolve Time SLAs, a 3 tier (up to Director level) support escalation process and the ability to initiate system change freezes for up to four weeks at a time.

## eCase Service Model Matrix

Table 1. details the service components for each eCase Service Model options.

**Table 1. eCase Service Model Matrix**

Service Option	eCase Basic	eCase+	eCase Premium
<b>Environment</b>			
Network	Internet	Internet	Internet
Tenancy	Multi	Multi	Single
Maximum Case Volume	Up to 25,000	Unlimited	Unlimited
HMG Case Pool <sup>1</sup>		✓	✓
Bolt-On Case Volume Packs <sup>2</sup>		✓	✓
<b>Case Types</b>			
<b>Core</b>			
FOI & EIR	✓	✓	✓
SAR	✓	✓	✓
Data Protection Request	✓	✓	✓
Enquiries	✓	✓	✓
Complaints – simple	✓	✓	✓
3-Stage Complaints Process	✓	✓	✓
Correspondence		✓	✓
Non-complaints	✓	✓	✓
Compliments	✓	✓	✓
Data Breaches		✓	✓
<b>Central Government</b>			
Parliamentary Questions		✓	✓
Treat Officials		✓	✓
Ministerial Correspondence		✓	✓
Private Office		✓	✓
Private Office Constituent		✓	✓
Private Office Action		✓	✓
Invite		✓	✓
Cabinet Committee		✓	✓
OGD Request		✓	✓
No. 10 Request		✓	✓
<b>Local Authority</b>			
Children’s Statutory Complaints		✓	✓
Adults’ Statutory Complaints		✓	✓
3-Stage Corporate Complaints	✓	✓	✓
<b>Police Services</b>			
Insurance Requests		✓	✓
Third Party Requests		✓	✓
Enquiries		✓	✓
Record Deletions		✓	✓
Court Orders		✓	✓
Family Proceedings		✓	✓

Service Option	eCase Basic	eCase+	eCase Premium
Legal Proceedings		✓	✓
<b>Additional Features &amp; Services</b>			
eCase Capture		✓ <sup>18</sup>	✓
eCase Email Scraper	✓	✓	✓
Secure Share		✓ <sup>19</sup>	✓
Disclosure Log	✓ <sup>6</sup>	✓	✓
Create Case API (e.g. for webform integration)		✓ <sup>4</sup>	✓ <sup>4</sup>
eCase Sync (Microsoft Word integration) <sup>14</sup>		✓	✓
eCase Google Sync (Google Docs integration) <sup>15</sup>		✓	✓
eCase Redact	✓ <sup>7</sup>	✓	✓
OAuth Single Sign-On <sup>8</sup>	✓	✓	✓
SAML 2.0 Single Sign-On <sup>8</sup>	✓	✓	✓
Access Management Control for Superusers	✓	✓	✓
Fine Grained Access Control	✓	✓	✓
Batch Responses and Fast Track Cases		✓	✓
Sender Policy Framework Email Configuration	✓	✓	✓
Development of Additional Case Types <sup>3</sup>		✓	✓
Enhanced Configuration of Existing Case Types <sup>4</sup>		✓	✓
Multi-Organisational Environment <sup>5</sup>		✓	✓
<b>Reporting &amp; MI</b>			
Statutory Reports	✓	✓	✓
Dashboard	✓	✓	✓
Configurable Bulk Download Reports	✓	✓	✓
<b>The eCase Experience Group</b>			
<b>On-Boarding</b>			
On-Boarding Process	Assisted	Managed	Fully Supported
Data Migration	✓ <sup>9</sup>	✓ <sup>10</sup>	✓ <sup>10</sup>
Process mapping	✓	✓	✓
Dedicated Go Live Contact <sup>11</sup>		✓ 2 days	✓ 3 days
<b>Success Management</b>			
Customer Success Team	Account Manager	Account Manager, Customer Success Representative & Service Management Representative	Account Manager, Named Customer Success Manager, Service Manager and Tech Manager
Customer Success Programme		✓	✓
Annual Reviews	✓ <sup>12</sup>	✓	✓
Quarterly Reviews		✓	✓
Monthly Check-Ins		✓	✓
Twice Monthly Onsite Visits			✓
Named Service Manger			✓
Service Reports		Quarterly	Monthly

Service Option	eCase Basic	eCase+	eCase Premium
Savings Report/ Business Case Validation Report		Annual	Annual
<b>Executive Sponsorship</b>			
Director Level Executive Sponsor		✓	✓
<b>User Group Membership</b>			
Membership of eCase User Group & access to the eCase Community site (for peer networking, best practice sharing & product roadmap influence)		✓	✓
<b>Account Management</b>			
Account Manager	✓	✓	✓
Access	By Phone	Face to face	Face to face
<b>Service Credits</b>			
Innovation & Training Fund <sup>13</sup>		£5,000 per annum per 50,000 increment case volumes	£7,500 per annum per 50,000 increment case volumes
<b>Support</b>			
<b>Core eCase</b>			
Type of Support	Email Only	Email and Phone	Email and Phone
Response SLA - P1	2 hours	1 hours	1 hour
Response SLA - P2	4 hours	2 hours	1 hour
Response SLA - P3	2 working days	2 hours	1 hour
Response SLA - P4	2 working days	2 hours	1 hour
Resolve SLA - P1		4 hours	4 hours
Resolve SLA - P2		8 hours	8 hours
Resolve SLA - P3		3 working days	2 working days
Resolve SLA - P4		15 working days	10 working days
Regular Service hours	0900 to 1700	0800 to 1830	0800 to 1830* <sup>16</sup>
Custom Development Work Support <sup>4</sup>		✓	✓
Escalation	1 Tier - Support Team to Service Manager	2 Tier - Support Team to Service Manager to CSM	3 Tier - Support Team to Service Manager to CSM to Director level
Authorised Support Contacts	2 Named People	Pre-Approved Named People	Pre-Approved Named People
Attendance at customer CAB			By Arrangement
Change Freeze Execution			For a Maximum of 4 Weeks
Help Portal	Full access	Full access	Full access
Release Notes	✓	✓	✓ <sup>17</sup>
<b>eCase Public Services (eCase Capture, Secure Share &amp; Disclosure Log)</b>			
Type of Support	Email only	Email and Phone	Email and Phone
Response SLA - P1	2 hours	1 hours	1 hour
Response SLA - P2	4 hours	2 hours	1 hour

Service Option	eCase Basic	eCase+	eCase Premium
Response SLA - P3	2 working days	2 hours	1 hour
Response SLA - P4	2 working days	2 hours	1 hour
Resolve SLA - P1		4 hours	4 hours
Resolve SLA - P2		8 hours	8 hours
Resolve SLA - P3		3 working days	2 working days
Resolve SLA - P4		50 working days	40 working days
Regular Service hours		0800 to 1830	0800 to 1830* <sup>16</sup>
Custom Development Work Support <sup>4</sup>		✓	✓
Escalation		2 Tier - Support Team to Service Manager to CSM	3 Tier - Support Team to Service Manager to CSM to Director level
Authorised Support Contacts		Pre-Approved Named People	Pre-Approved Named People
<b>Invoicing</b>			
Payment Terms	Annually in Advance	Quarterly in Advance	Monthly in Advance

### Table Notes

<sup>1</sup> Available only to ministerial & non-ministerial departments and their supported agencies & public bodies. Supported agencies and public bodies will be subject to an individual £5,000 per annum standing charge for use of their respective ministerial & non-ministerial departments HMG Case Pool

<sup>2</sup> Available to customer, with subscriptions of 25,000 or more, for purchase in increments of 5,000 case at a rate of £23,380 for eCase Plus Internet subscribers or £38,966 for eCase Premium Internet subscribers

<sup>3</sup> Available via Enhanced Configuration Services at additional cost, based on our SFIA rate card

<sup>4</sup> Available via Enhanced Configuration Services at additional cost, based on our SFIA rate card

<sup>5</sup> Based on where a shared service exists to manage correspondence on multiple organisations, but where such organisations are separate legal entities and are required to monitor and report individually

<sup>6</sup> Available for an additional £2,000 per annum

<sup>7</sup> Available for an additional £2,500 per annum

<sup>8</sup> Customer specific integration support may incur additional cost, based on our SFIA rate card

<sup>9</sup> Strictly only via Fivium-supplied template and may be subject to additional charges, depending on how data is formatted

<sup>10</sup> Via either Fivium-supplied template or other data source. May be subject to additional charges, depending on data source and formatting

<sup>11</sup> Included free of charge for subscriptions of 50,000+ cases. A dedicated on-site support can be requested during the first two weeks after initial go live. Otherwise this service is available at additional cost, based on our SFIA rate card

<sup>12</sup> By phone or web meeting service

<sup>13</sup> Recoverable by Fivium if used and contract is terminated early. Non-cashable, non-prorated by case volume. Annual funds do not roll over.

<sup>14</sup> Availability is dependent on accessibility to Microsoft's API

<sup>15</sup> Availability is dependent on accessibility to Google's API

<sup>16</sup> Option to extend available at additional cost, based on our SFIA rate card

<sup>17</sup> Customised release notes

<sup>18</sup> Available for an additional cost – see Table 5. eCase Capture Annual Subscription Pricing Matrix

<sup>19</sup> Available for an additional cost – see Table 6. eCase Secure Share Annual Bundle Subscription Pricing Matrix

*“Sometimes in government departments you get an off-the-shelf package that says it does certain things. Our experience has been that they never do what they say they do. eCase is different, it does what it says it does... and so much more - it's a complete service, end-to-end. The team absolutely love it!”*

Ruth Heggarty, Operations RAR Hub Manager, Department for Work and Pensions

# Pricing<sup>1</sup>

## eCase Service Model Pricing

Table 2 details the costs associated with each of eCase’s three service models, by network preference & case volume size.

All prices quoted are exclusive of VAT which will be added at the prevailing rate.

**Table 2. Annual<sup>2</sup> Service Model Pricing Matrix**

Case Volumes	eCase Basic	eCase Plus	eCase Premium
	Multi-Tenanted	Multi-Tenanted	Single Tenanted
2000	£11,813	£17,719	Not Available
3500	£20,672	£31,008	
5000	£28,055	£42,082	
7500	£39,978	£59,967	
10000	£50,639	£75,958	£126,596
12500	£60,134	£90,200	£150,334
15000	£64,944	£97,416	£162,360
20000	£77,933	£116,900	£194,832
25000	£87,675	£131,511	£219,186
37500	Not Available	£177,541	£295,902
50000		£207,132	£345,219
75000		£271,860	£453,099
100000		£317,170	£528,616
125000		£346,904	£578,174
150000		£374,657	£624,428
175000		£393,390	£655,649
200000		£427,109	£711,848
250000		£479,296	£798,827
300000			£874,260
350000			£930,238
400000			£979,779
450000		£1,026,444	
500000		£1,073,091	
<b>Bolt-On Pack</b>			
5,000	Not Available	£26,303	£43,837

<sup>1</sup> All prices presented are exclusive of VAT and expenses

<sup>2</sup> Based on a trailing 12 month basis or extrapolated in the first 12 months

## eCase Public Services Pricing

### eCase Capture Pricing

eCase Capture increases the efficiency of triaging and case creation by removing the manual steps required for logging and allocation of new cases. It is a comprehensive set of case type specific webforms that are fully integrated with eCase and work in combination with eCase Capture’s Automation engine to ensure you save valuable time and effort. With this automation of tasks, case processing becomes more efficient and less error prone as the data becomes more structured.

In addition, Correspondents will also save time and appreciate a better user experience when submitting requests with eCase Capture than if they had done via email or letter.

For an insight into how the MOD are realising significant benefits from using eCase Capture then please see page 14.

**Table 3. eCase Capture Annual Subscription Pricing Matrix**

Case Volumes	eCase Basic	eCase Plus	eCase Premium
	Multi-Tenanted	Multi-Tenanted	Single Tenanted
2000	Not Available	Free Of Charge	Included in Premium Subscription
3500			
5000			
7500		£2,500	
10000			
12500		£5,000	
15000			
20000			
25000		£10,000	
37500			
50000		£15,000	
75000			
100000		£25,000	
125000			
150000		£35,000	
175000			
200000		£50,000	
250000			
250000+		Not Available	

*“In addition to the time and monetary savings, our users have reported increased empowerment, better workload balance and the removal of manual Excel Spreadsheets.*

Mirsada Dema, Parliamentary Clerk, Home Office

## Secure Share Pricing

Secure Share enables sensitive information to be securely and digitally sent to requesters, so eliminating the need to print and securely post or courier responses, which in turn delivers significant cashable savings.

In addition, Secure Share can both set information access expiry dates and revoke access to information sent out in error. It also has a comprehensive audit log to see if information has been accessed and when. Combining these features makes Secure Share securer than using email and more cost effective than most secure email products.

For an insight into how the MOD are realising circa £1m cashable saving by using Secure Share, then please see page 14.

**Table 4. eCase Secure Share Annual Bundle Subscription Pricing Matrix**

Bundle Volumes for Case Volumes up to	eCase Basic	eCase Plus	eCase Premium
	Multi-Tenanted	Multi-Tenanted	Single Tenanted
2000	Not Available	Free Of Charge	Included in Premium Subscription
5000		£2,875	
7500		£4,313	
10000		£5,750	
15000		£8,625	
25000		£11,500	
37500		£17,250	
50000		£20,125	
100000		£40,250	
150000		£43,125	
200000		£57,500	
250000		£69,000	
250000+		Not Available	

*“By using eCase’s secure end-to-end digital platform, we have freed up the equivalent of 13.4 people with our web form and secure file sharing, plus we expect to generate £1m annual cashable savings. On top of this, we have saved 70,000 hours a year through efficient case processing and our DPR compliance has risen to 91%, all whilst delivering a highly regarded service to former military personnel.”*

MOD Data Protection Officer’s Team

## Enhanced Configuration Support Services

If special configuration is needed to an eCase environment, customers may need additional support to ensure the changes are maintained and regression tested against future versions and upgrades of eCase. We will maintain a dedicated system test environment with your configuration options installed and will run release tests against it.

Not all configuration work will require enhanced configuration support. When scoping out your configuration work we will identify and agree any additional support costs with you before committing to the work.

The amount of annual support needed will depend on the complexity of the configuration and size of installation. Therefore, each enhanced configuration support service will be costed individually.

## Additional Storage

Each subscription size has its own storage capacity. Extra storage can be purchased, if required, at the rate detailed in the Table 5.

**Table 5. eCase Service Model Storage Allowance and Additional Annual Storage Costs**

Storage Allowance per Case Volume	eCase Basic	eCase Plus	eCase Premium	
2000	10	20	Not Available	
5000	10	20		
7500	10	50		
10000	25	100	500	
12500	25	125	500	
15000	25	150	500	
20000	25	200	500	
25000	25	200	500	
37500	Not Available	500	1000	
50000		500	1000	
75000		1000	2500	
100000		1000	2500	
125000		1500	3000	
150000		1500	3000	
175000		2000	5000	
200000		2000	5000	
250000		2500	10000	
300000		Not Available	Not Available	10000
350000				12500
400000				12500
450000				15000
500000				15000
<b>Annual Extra Storage Costs</b>				
10Gb	£50	£30	£30	

## eCase Enhanced Configuration Services

Should any enhanced configuration services be required to a customer's eCase environment, this will be completed on a time and materials basis<sup>3</sup> (see Table 5 for Fivium's developer day rate card).

**Table 5. Developer Day Rate Card**

Grade	Enhanced Configuration Services Day Rate
Developer	£550
Junior Consultant	£660
Consultant	£825
Senior Consultant	£935
Lead Consultant	£1,073
Principal Consultant	£1,210
Managing Consultant	£1,540

## Training

The successful introduction of any new system into an organisation generally requires training, therefore Fivium recommend that new customers undertake a minimum of 3-4 days (depending on the complexity) of 'Train the Trainer' training (per case type) which includes Superuser training. Training rates are detailed in Table 6.

**Table 6. Training Services Rates<sup>4</sup>**

Number of Attendees per Session	Full Day	Half Day
to 3	£1,320	£858
4	£1,650	£1,073
5	£1,980	£1,287
6	£2,310	£1,502
7	£2,530	£1,645
8	£2,750	£1,788
Per Attendees over 8	£300	£250

*"For me, there are many useful functions that I've been able to adopt from the training. One example is using eCase emails to send out disclosure documents and expanding our use of the redaction functionality, along with the ease of reporting that gives us. Overall, there have been lots of small and simple time savings and all of these all add up."*

Anabel Raszpla, Senior Information Rights Manager, UKRI

<sup>3</sup>Based on a 8- hour working day between Monday to Friday (excluding national holidays). Travel, mileage and subsistence included within day rate inside of the M25. Payable at department's standard T&S rates outside M25

<sup>4</sup> Based on a 4-hour half day or 8-hour working day between Monday to Friday (excluding national holidays). Travel, mileage and subsistence included within day rate inside the M25. Payable at department's standard T&S rates outside M25

## Contact Us

For further information about eCase, please contact our enquiries team, using the details below, or visit [ecase.co.uk](http://ecase.co.uk)

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Telephone	0800 368 9345
Email	<a href="mailto:enquiries@fivium.co.uk">enquiries@fivium.co.uk</a>

## Company Information

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Company Registered Address	16 Great Queen Street Covent Garden London WC2B 5AH
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Website	<a href="http://www.fivium.co.uk">www.fivium.co.uk</a>

Fivium also deliver a wide range of digital applications services, so ask us about this too.

*“eCase has been a godsend. It’s been a lot easier to see the whole process from start to finish. It is like having another member of the team; with it, we are now able to spend more time doing higher-value work (such as redacting large and complex document sets) rather than worrying about the basic processes”.*

Charlotte Spencer, Senior Information Governance Officer, North Lincolnshire Council

Case study

# Ministry of Defence Transforms its Entire Data Protection Request Service

**£1m**

Cashable savings p.a.

**70k hrs**

Time saved p.a.

**91%**

Compliance

**13.4 FTE**

Efficiency gain p.a.

## Key Facts

### Problem

The MOD's processing of Data Protection Requests (DPRs) was not up to standard. The method used to request data from personnel was both convoluted and antiquated. Each division of the MOD processed these requests differently, often using spreadsheets. This made tracking cases and reporting difficult. Finally, the MOD used costly and slow postage methods to send out personal data to two-thirds of its requesters. All of this resulted in a poor experience for the requester, unacceptably low compliance rates and a reprimand from the ICO.

### Solution

The MOD adopted eCase to enable comprehensive digital transformation of the Data Protection Request Service. With eCase, it now has GDS-approved online GOV.UK forms, a trusted and proven case management service, and a secure, cost-effective way of delivering information to requesters.

### Benefits

With the new streamlined online form, the MOD is freeing up the equivalent of 13.4 employees' time, whilst the centralised and efficient case management service has resulted in a total annual time-saving of 70,000 hours. By eliminating the need for costly and slow postal methods, the MOD expects to also realise cashable savings of almost £1 million per year.

**"By using eCase's secure end-to-end digital platform, we have freed up the equivalent of 13.4 people with our web form and secure file sharing, plus we expect to generate £1m annual cashable savings. On top of this, we have saved 70,000 hours a year through efficient case processing and our DPR compliance has risen to 91%, all whilst delivering a highly regarded service to former military personnel."**

MOD Data Protection Officer's Team

## Background

The Ministry of Defence (MOD) is responsible for implementing the defence policy set by the British government. There are several organisations, agencies, and bodies within the MOD including the Royal Navy, British Army, Royal Air Force, and Defence Nuclear Organisation. With so many arms covering a vast number of current and former employees, the MOD stores large amounts of subject data and, as such, receives around 45,000 Data Protection Requests (DPRs) per year.

The MOD sought to improve its Request Your Personal Information service by creating a comprehensive digital government service. In partnership with eCase, the MOD underwent a transformative process to streamline operations and enhance the user experience.



**GOV.UK** Request your personal information from MOD

**BETA** This is a new service.

## Request your personal information from MOD

Use this service to request personal data held by MOD about yourself, or about another living person if you have their permission.

This is known as a Subject Access Request (SAR).

You can use this service if you are (or the person you're requesting information about is):

- a former member of the armed forces
- a current or former member of civilian MOD staff
- a member of the public

[Start now >](#)

*Requesting personal information site page*

## Step 1: Ensuring a simple effective way to request information

Prior to the transformation, submitting a request to the MOD was a complex process. Requesters had to download a four-page document, fill it out and remember that they needed to provide proof of identity in order for their request to be processed. They then had to consult an annex to work out where to send the form before emailing or posting it.

Recognising the difficulties faced by requesters, the MOD embraced digital change and introduced a streamlined online service. The traditional document was replaced with a user-friendly eCase online form hosted on the trusted GOV.UK domain, adhering to the Government Digital Service (GDS) guidelines. This shift not only delighted requesters, but also ensured that a full set of consistent and standardised information is submitted with each request enabling the MOD to start processing each one straight away, whilst the reduction in human error resulted in increased process efficiency.

As a result, the MOD has freed up the equivalent of nearly 5 people's time each year - all whilst enhancing the users' experience of their service.

## Step 2: Centralise all cases in one easy-to-use place

Before the transformation, managing Data Protection Requests at the MOD was fragmented. Each division had its own manual case processing procedures, which led to strategic management problems and poor performance. Additionally, email and letter-based submissions hindered visibility and data retrieval.

By adopting eCase, the MOD successfully streamlined case processing, making it quicker and more efficient. In a single division, the MOD saved nearly three hours per case. This resulted in a total annual time-saving of 70,000 hours. The eCase platform offered a single case management solution that ensured consistency across all divisions, centralising all cases in one place. The central data protection team gained greater oversight, enabling them to identify patterns and allocate resources effectively.

Compliance with the Information Commissioner's Office (ICO) regulations also significantly improved to 91%. Previously, producing ICO reports took up to a month, but with eCase, the MOD could generate them instantly with a single click of a button.

Not only has this improved the morale of the MOD's Data Protection Team, but it has also meant requesters receive their information much more quickly, having previously waited for months.

**"If I can understand and navigate it, it must be good as amongst other things I suffer from Parkinson's Disease."**

Feedback from a service user



**“Easy even for an 85 year old”**

Feedback from a service user

### Step 3: Ensure requesters receive their information in a secure, cost-effective way

Prior to the implementation of the new service, the MOD faced challenges in delivering information to requesters. Approximately two-thirds of the information had to be sent back to the requester by post, leading to delays and incurring significant costs. However, with eCase’s Secure Share capability, the MOD overcame these challenges. The Secure Share feature means the MOD can share requested information with the requester even more securely and almost immediately, eliminating postal costs and accelerating the delivery process.

With this modernised method of sending information, the MOD has the potential to realise cashable savings of nearly £1 million. Of equal importance, the risks of potentially catastrophic postal errors has significantly reduced: requesters can be confident that their personal data is being handled responsibly with better, more robust failsafes in place.

**“This is one of the best online forms  
I have filled in from a mobile device.”**

Feedback from a service user

**GOV.UK** Secure Share

### Download your documents

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**“Each team were using their own local spreadsheet and unique way of case processing, whilst communication was handled entirely using email and post. This gave us a lack of visibility and difficulty in retrieving data.”**

MOD Data Protection Officer’s Team



**“We’ve been really impressed with the support from the eCase team and the skills and knowledge that they possess. With support from the eCase Experience Group we now have a future-proofed solution.”**

MOD Data Protection Officer’s Team

## Comprehensive digital transformation

The Ministry of Defence’s Data Protection Request transformation goes beyond minor improvements to individual processes. It represents a comprehensive digital transformation of the entire end-to-end journey, resulting in significant benefits for all stakeholders involved. By partnering with eCase, the MOD enhanced the lives of ex-service personnel, improved operational efficiency, reduced costs, and strengthened compliance with data protection regulations. The successful implementation of this digital government service sets a new standard for delivering comprehensive digital government services, positioning the MOD as a leader in leveraging technology to enhance user experiences and achieving operational excellence.

## Benefits



### Easy

Requesters no longer have to download and fill out long-winded documents. They use a simple and highly accessible GOV.UK form to request their information.



### Assured

Requesters are confident that they’ll receive their information quickly and securely through the MODs new eCase Secure Share functionality.



### Efficient

The MOD is able to process cases at much greater speed resulting in annual time-savings of 70,000 hours and nearly £1m in cashable savings.



### Compliant

The MOD’s compliance has risen from an unacceptably low level to 91%.

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## Case study

# Herefordshire Council saves significant time processing FOI Requests

## Background

Herefordshire Council was formed in 1998 following the amalgamation of several District Councils and Hereford-Worcester County Council. As a large Unitary Council with a resident population approaching 200,000, it has a responsibility for a multitude of different service areas. As a result, it has thousands of interactions with its citizens every year.

## Business Problem

Herefordshire Council operated with a basic corporate-wide electronic system that sent FOI requests to different service areas. The system, predominantly used by the customer service team wasn't designed for handling FOI requests and, as such, created a lot of manual processes and an administrative burden. The information would often be entered into a spreadsheet and then re-entered onto their system, causing error-prone duplications of work that prolonged case administration. This, coupled with having to prepare letters manually and sending emails through Outlook, created a labour-intensive process that was not always accurate.

With their data predominantly on spreadsheets, when it came to reporting, they were frequently having to manually filter, extract, and compile data into different spreadsheets to send on to different directorates. This made ad hoc reporting a strenuous task and resulted in poor oversight of cases.

## Key Facts

### Problem

Herefordshire Council was using a combination of its corporate CRM and spreadsheets to process its FOI cases. This meant case processing was labour-intensive, work was duplicated, and the risk of error was higher.

### Solution

Herefordshire adopted eCase to increase task automation and save time on case processing, allowing them to concentrate on higher-value work such as case responses.

### Benefits

Herefordshire Council has realised a 69% overall efficiency gain for processing FOIs and a 73% efficiency gain for reporting. On top of this, the team has joined a wider community of Information Rights practitioners, where they are able to share experiences and best practices.



## The Solution

With the use of the council's corporate-wide system coming to an end, and interest in FOI by the various directorates growing, the team were intent on finding a solution that was purpose-built for handling FOI requests.

Top of the team's priorities was finding a solution that would increase their ability to automate administrative tasks and prevent the duplication of work. To save time by reducing the number of requests that came in, they also wanted a disclosure log that would allow them to proactively publish information. Another key priority was increased reporting capabilities that would make it easy for them to collate data on different criteria and run statutory reports.

Having gone out to tender through their procurement team, Herefordshire identified eCase as the best service having performed a quality and costs evaluation of the responses.

With eCase, Herefordshire has realised significant savings in the time it takes to process cases and the time it takes to create their statutory and ad hoc reports.

Work is no longer duplicated and is contained within the one system ensuring data is more accurate. This time saving has allowed them to concentrate on providing better quality responses and has improved morale, with less effort spent on laborious administrative tasks.

## The Results

Herefordshire and the eCase Experience Group undertook a benchmarking exercise which resulted in a value report that documented the benefits that Herefordshire had realised and identified future potential efficiency gains. In its first 5 months, Herefordshire cut its FOI case processing time by 69% and saved 73% on reporting time.

By using eCase, the Herefordshire FOI team has been able to remove the use of spreadsheets and automate more processes. With all information logged in eCase, they have better oversight of all cases and have seen a reduction in human error. The ability to publish data through the Disclosure Log is also expected to reduce case volumes, resulting in further time savings.

## Seamless Implementation

**"Our implementation was very smooth. With the help of eCase's certified change management practitioners, we were able to easily use our existing FOI process with eCase and adapt it, as previous elements, such as the use of spreadsheets, became redundant. The team continue to be very responsive to any queries we have and ensured our eCase setup was seamless.**

**"We now have regular monthly meetings to ensure we are using eCase to the best of its ability and are continuously optimising our processes."**

Claire Jacobs, Information Governance Officer: FOI / EIR



## Achieving Net Highest Value

As an eCase customer, Herefordshire benefits from the eCase Experience Group, eCase's comprehensive value realisation initiative that ensures organisations are consistently using eCase to its maximum potential. This begins with implementation where we enable customers to benefit from the shortest time to value and gain a return on their investment. It continues with process reengineering, best practice adoption, and benchmarking to assess where value has been created and where value can still be gained. This is supported by specialist project management and change management practitioners who use their unique domain knowledge to ensure you are operating at maximum efficiency.

## Joining the community

By adopting eCase, Herefordshire has now joined an ever-expanding community of Information Rights practitioners. Through the eCase community site, customers can network with peers, share their experiences, and access best practice information on FOI. As a customer, Herefordshire has also taken advantage of eCase's Information Rights webinars, where panels of experts regularly meet to discuss current topics and provide advice to practitioners.

## Benefits



### Easy

The eCase Experience Group ensured Herefordshire had a seamless implementation of eCase and was able to realise value immediately.



### Efficient

Herefordshire Council has realised a 69% overall efficiency gain processing FOIs and a 73% efficiency gain with reporting.



### Assured

With all information in one place, Herefordshire has improved its oversight of cases and is able to spot trends with enhanced reporting.



### Compliant

By reducing the time it takes to process cases, with greater automation of tasks, Herefordshire has improved the quality and timeliness of its responses.

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## Case study

# North Lincolnshire Council revolutionises its FOI and DPR case handling

## Key Facts

### Problem

North Lincolnshire Council had used various techniques to try and manage their FOI and DPR cases including spreadsheets, Microsoft 365 and SharePoint. Each of these solutions came with pitfalls and the council opted for a purpose-built service rather than force-fitting generic tools to be used for something they weren't designed to do.

### Solution

eCase was selected as it gave them full management oversight and ensured all case information was kept in one place. With the eCase Experience Group, they also knew that they'd be supported on a continuous improvement path, long after implementation.

### Benefits

North Lincolnshire now takes 22% less time to process each FOI case and 63.25% less time to process each DPR case. This has contributed to an annual efficiency saving of 1 FTE. This saving has been invested back into the team, increasing capacity, and into future development.

## Background

North Lincolnshire Council is a large unitary authority in the Humberside region of England. With a population of 172,000 distributed across 325 square miles, it provides a full range of council services. Like every other local authority, it is subject to the Freedom of Information Act (FOIA), Environmental Information Regulations (EIR), and Data Protection Regulations (DPR). For each of these, the council is expected to adhere to a minimum performance standard.

## Business Problem

North Lincolnshire Council was using an entirely manual method to process their FOIA, EIR, and DPR cases. Requests would come into the system via one of three email addresses. These requests would then be manually entered onto a dashboard spreadsheet and advanced queries would be used to filter these requests through to several smaller spreadsheets dependent on the service area (e.g. social services, or planning and environment).

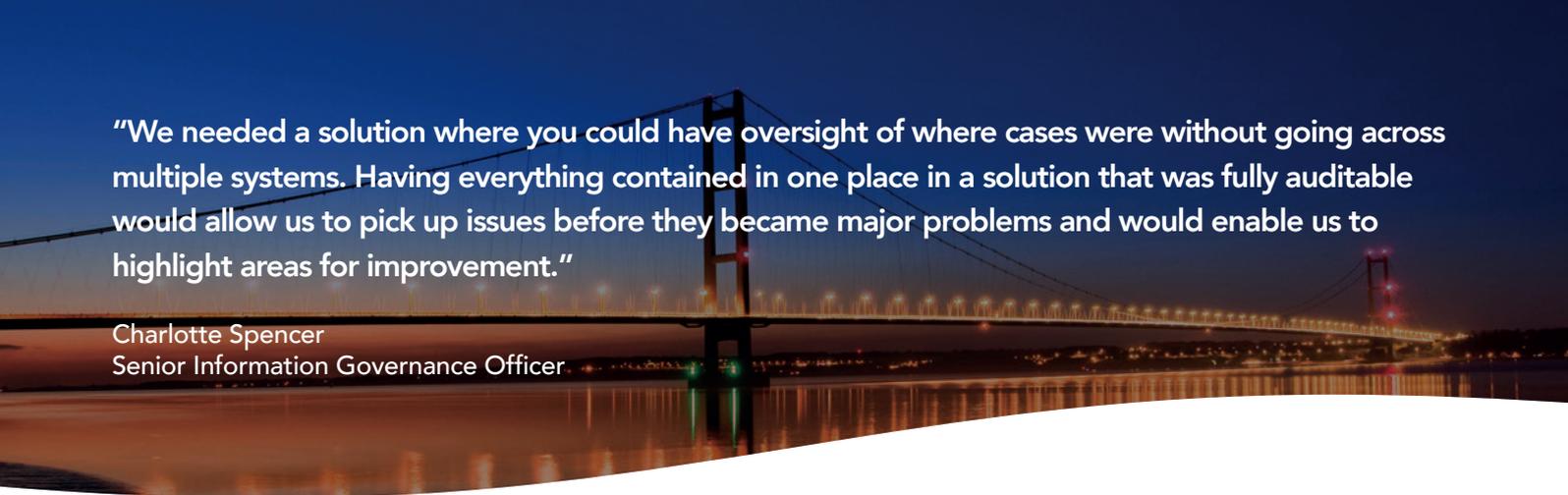
Whilst the council was able to process cases in this way, ultimately it was inefficient and error-prone.

**"With our previous system of emails and spreadsheets it was possible for steps to be missed or emails to be categorised incorrectly which could lead to further problems later in the process, including our compliance rate. The old method gave us limited oversight and accountability. This inhibited our team's ability to deliver the great level of service they were more than capable of providing."**

Charlotte Spencer  
Senior Information Governance Officer

The council had trialled using Microsoft 365 and Sharepoint but encountered a number of critical issues including Excel having different functionality in the App version compared to the online Sharepoint version.

Having tried several different methods, it became clear they required a purpose-built solution.



**“We needed a solution where you could have oversight of where cases were without going across multiple systems. Having everything contained in one place in a solution that was fully auditable would allow us to pick up issues before they became major problems and would enable us to highlight areas for improvement.”**

Charlotte Spencer  
Senior Information Governance Officer

## The Results

Having undergone a tender process, North Lincolnshire procured eCase through the government’s digital marketplace (G-Cloud).

**“eCase ticked all the boxes whilst also being the simplest to use. We needed to hit the ground running and wanted an intuitive solution that didn’t take days and days to train on. Ultimately we wanted to just train a few super users and have the solution open and accessible to all people across the council.”**

Charlotte Spencer  
Senior Information Governance Officer

Since going live with eCase, North Lincolnshire has been reaping the benefits. FOI cases now take 22% less time to complete, equating to 27 minutes per case, whilst DPR cases have seen a reduction in time taken of 63.25%, equating to 268.8 minutes per case.

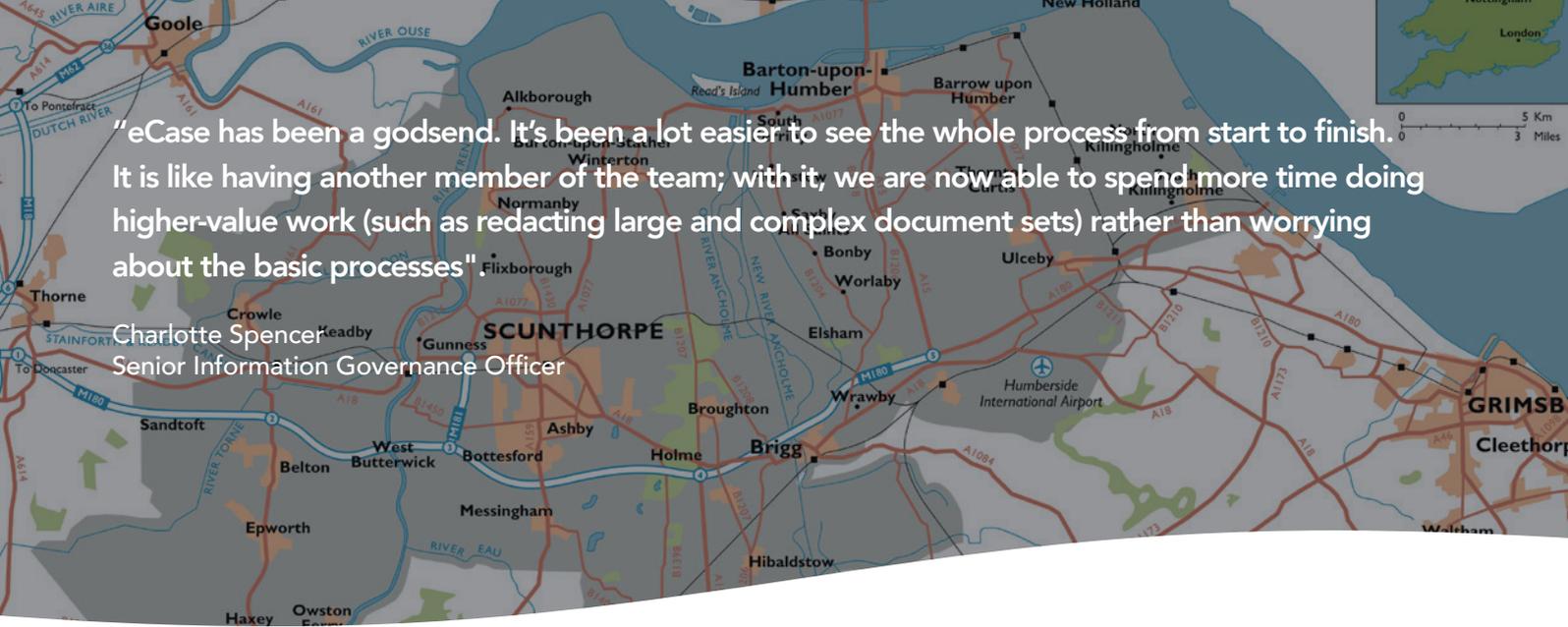
With eCase’s end-to-end oversight and one-click reporting, management information tasks have seen a reduction in time of 61.26%, equivalent to 972.5 minutes a month.

As a result of their enhanced efficiency, in just the first 5 months they improved their FOI on time responses to 87% and DPRs to 93%. This represents a remarkable rise in response times compared to pre eCase implementation.

**“The stats we are producing now are more than brilliant. The fact that response rates have improved so much means my workload is lightened and I can spend time on more meaningful tasks.**

**“One of the less obvious, but vital, benefits it has given us is an improvement in working practices. Previously when anyone took annual leave, it would seriously impact performance and we’d have staff logging on to check workbaskets and perform some of their tasks to keep us above board. Now all of that worry has gone.”**

Phillipa Thornley, Principal Information Governance Officer



“eCase has been a godsend. It’s been a lot easier to see the whole process from start to finish. It is like having another member of the team; with it, we are now able to spend more time doing higher-value work (such as redacting large and complex document sets) rather than worrying about the basic processes”.

Charlotte Spencer  
Senior Information Governance Officer

### Success from the start

Key to North Lincolnshire’s success was the support from the eCase Experience Group. From the 1st day, each eCase customer receives support and guidance from one of our qualified change management practitioners. They ensure that the launch of eCase runs as smoothly as possible and any questions or queries are answered so organisations are realising benefits right from the start. All the way through each customer’s journey, the eCase Experience Group provide support to ensure that each customer is continuously improving their processes and gaining maximum value from their investment.

“We’ve had fantastic support from the eCase Experience Group, who have been with us at each step to help set it all up. We began with weekly meetings for the first month and a half whilst we were getting started and have now reduced these to every three weeks. We know we are supported and the team is always there if we have any questions or issues.”

Charlotte Spencer  
Senior Information Governance Officer

### Benefits

**Easy**  
With eCase’s simple and easy to use interface, minimal training was required to get up to speed. North Lincolnshire was able to start realising net value from eCase immediately after they went live.

**Assured**  
With the eCase Experience Group, they had an experienced change management practitioner to guide them each step of their implementation to ensure they hit the ground running and were realising benefits from the start.

**Efficient**  
The time it takes to process cases has been dramatically reduced. A saving of 1 FTE has ensured they can spend more time on high-value tasks, meaning they can provide a greater service to their citizens.

**Compliant**  
With all information in one place, oversight of the case process has improved greatly. This means they can spot bottlenecks and be proactive in correcting them, ensuring that compliance is not affected.

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## Case study

# Cabinet Office reduces case logging time by 60% with GDS-compliant webform

## Background

The Cabinet Office plays a vital role in supporting the Prime Minister and the Cabinet, overseeing the implementation of government policies, and providing impartial advice to drive effective decision-making. It operates at the heart of the government, collaborating with multiple departments and agencies to address national challenges, improve public services, and enhance the well-being of citizens. With a responsibility for a diverse range of functions, it receives large volumes of correspondence each year that needs to be addressed.

## Problem

The Cabinet Office faced several challenges in managing incoming Treat Official correspondence. Its shared mailbox, widely advertised on GOV.UK, received a significant volume of misdirected and abusive correspondence. As a result, the Cabinet Office's correspondence team had to spend a considerable amount of time sifting through emails to identify the relevant details and agree a handling approach. The Cabinet Office aimed to reduce the volume of emails, which in turn would free up resource within the team to be able to dedicate more time to providing high-quality, timely responses to members of the public.

## Solution

To address these challenges, the Cabinet Office leveraged eCase Capture, a GDS approved webform, to manage incoming requests. The Cabinet Office was already aware that eCase had a range of pre-built tried and tested GOV.UK compliant forms available, making eCase Capture an ideal solution. As part of the solution, the Cabinet Office implemented

## Key Facts

### Problem

Managing incoming Treat Official correspondence through an external shared mailbox was often time consuming and demanding for the Cabinet Office, primarily due to the high volumes of misdirected emails being sent to the mailbox.

### Solution

The Cabinet Office implemented eCase Capture, a Government Digital Service (GDS) compliant webform, to manage incoming enquiries from the public.

### Benefits

With eCase Capture, the Cabinet Office was able to automate case logging, reduce the volume of incoming requests by 30%, improve the timeliness of responses, and streamline its processes. This resulted in a 60% reduction in the time spent on logging requests, freeing up 500 hours a year of the team's time, which has allowed them to spend more time on providing high-quality responses to requesters.

an auto-reply feature on their original mailbox, which encouraged requesters to utilise the web form for submission.

The implementation of eCase Capture has brought about a restructuring of the team to align with best practice processes. By using the webform, the Cabinet Office has been able to streamline the handling of public correspondence and improve the overall efficiency of its operations.

## Results

With the adoption of eCase Capture, the Cabinet Office has noted several benefits:

### Automated Case Logging:

With the webform, submissions now go directly into eCase, rather than the shared mailbox. This automated process eliminates the need for manual case logging, saving a significant amount of time for the team and reducing the risk of errors.

### Reduction in Volume:

By encouraging requesters to use the web form and asking them to validate their email address, the Cabinet Office has experienced a 30% decrease in the overall volume of incoming requests. This reduction in volume has allowed the team to focus on addressing high-priority cases promptly. With the removal of misdirected and abusive emails, The Cabinet Office has also seen an improvement in morale.

### Improved Timeliness:

The automated case logging and removal of the shared mailbox have significantly improved the timeliness of responses. With clear and structured case management in place, the Cabinet Office can prioritise and address correspondence promptly,

ensuring a more efficient and timely service to the public. The web form also allows for the easy submission of feedback from the requester, allowing the team to continually improve the service provided.

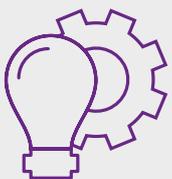
### Streamlined Process:

The implementation of eCase Capture has streamlined the entire process of managing public correspondence. The web form provides a user-friendly interface for requesters, making it easier for them to submit their inquiries. Simultaneously, the Cabinet Office benefits from having all the necessary information automatically populated into eCase, enabling more efficient handling and accurate tracking of cases.

### Efficiency Gain:

The implementation of eCase Capture has resulted in a significant efficiency gain for the Cabinet Office. By automating case logging, reducing the volume of requests, and streamlining processes, the team has freed up nearly 500 hours a year of its time and has reduced the time spent on requests by 60%. This saved time can now be redirected towards providing quality answers and addressing complex inquiries from members of the public.

## Benefits



### Easy

With eCase Capture, the Cabinet Office is able to automatically log new cases.



### Efficient

The Cabinet Office has reduced the time spent on logging requests by 60% and has freed up 500 hours a year of the team's time.



### Assured

Time saved through case logging is now able to be directed towards providing quality answers and addressing complex enquiries from members of the public.



### Compliant

With quicker, more accurate case logging, the Cabinet Office has been able to improve its speed of response to requesters.

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