eCase

Easy & Assured. Efficient & Compliant.

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

Service Definition

FIVIUM

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FIVIUM

"It probably was a mistake not to invest in eCase earlier on... if something like this can improve our performance, we should embrace it and pick it up and that was the decision which has been taken."

Robin Walker MP
Parliamentary Under Secretary of State for DExEU
Statement to the House of Commons Procedure Committee

Introduction

We are delighted to present eCase's Service Definition to the UK public sector. It sets out how eCase delivers the most cost effective, lowest risk and quickest time to value service with highest benefits available to public bodies.

This document provides an introduction to eCase, what it does, how it does it and why it has been selected by organisations such as DWP, HMRC, MOD, DEFRA, HM Treasury, multiple government agencies, police forces and local authorities who have all chosen eCase for managing FOIs, EIRs, SARs, Complaints, Parliamentary Questions and Ministerial Correspondence.

About Fivium

In 2006, Fivium's cofounders were working in government for a forward-thinking civil servant using, what was at the time, a relatively esoteric software development methodology to build an oil and gas portal at the then Department of Trade and Industry (DTI).

Prior to working at the DTI, the cofounders had completed graduate placement years within government and appreciated the challenges that its IT teams and projects faced, but also understood that there were faster and more efficient ways of delivering the same or better outcomes.

As a direct result of demonstrating their engineering talent and revolutionary approach within the DTI, they were approached to save a failing project for the export licensing of restricted goods, which later became the UK government's critical national system, SPIRE.

Now, over 15 years later, Fivium employs circa seventy people, with all its resources based in the UK, it retains its original core purpose of making the work of the public sector easier and simpler whilst creating opportunity for its current and future people. It achieves this by investing in developing innovative high-quality cost-effective services purely for the public sector.

Named by the Cabinet Office as one of the top SME suppliers to the UK government, Fivium are universally well respected for both eCase, our correspondence case management platform, and our agile digital development services, which make the work of the public sector easier, more efficient and more compliant, as well as the core values that we live, breathe and hold ourselves to:

- Integrity and customer-centricity - we genuinely care about the UK public sector and its services.
- Focus on Quality – we take pride in our work and set high benchmarks for ourselves.
- Investment in Innovation & Opportunity for our Team - we believe a stimulated, engaged and creative team with prospects is the secret to our success.

About eCase

eCase is the correspondence case management (CCM) service that the UK public sector relies on. It is the proven, most comprehensive service that delivers the largest benefits at the lowest risk available.

With a variety of configurations, all hosted in secure UK cloud environments, eCase addresses the needs of all types of public sector organisations, from the smallest to the largest, with options including: case volume, multi-tenanted or single tenanted environments and single or multi-organisation support. Additionally, as Fivium work exclusively with the UK public sector, we have made significant investments in attaining ISO9001, ISO14001 & ISO27001 as well as Cyber Essentials Plus certifications.

eCase has been widely adopted across the public sector. This is due, in part, to its intuitive, easy-to-use interface as well as Fivium's proven approach to ensuring successful implementation and benefit realisation. It is a highly flexible platform, which can be easily adapted to any organisational structure and processes, whilst ensuring that

its users stay fully compliant with FOI and Data Protection legislation. This is why organisations such as DWP, HMRC, MOD, DEFRA, HM Treasury, multiple police forces and local authorities have all chosen eCase for managing FOIs, EIRs, SAR, Data Incident & Data Breach, Complaints, Parliamentary Questions and Ministerial Correspondence.

The eCase Difference

Best of Breed Technology

With over 100 man-years of development effort invested into it, eCase is the most scalable and most comprehensive Correspondence Case Management (CCM) service available.

As a native cloud platform, built in an agile and iterative way, eCase is constantly evolving and introducing new innovations to drive efficiency for its customers and ensure compliance.

With security built into its core, eCase is a true enterprise-class system that delivers unsurpassed resilience, reliability and availability, so its users can keep their focus on performing their time-critical work.

To complement eCase's comprehensive CCM capabilities, Fivium's team invest a huge amount of time and energy into eCase's user centric design, to deliver a smooth and intuitive user experience that maximises efficiency and ensures compliance.

Unique Domain Knowledge

With 80% of Fivium's team having direct experience of working within the public sector, we understand the public sector like no other supplier can.

We understand the resource challenges and governance limitations that the public sector operates within.

We understand the pressures and expectations that the public sector must comply with.

We understand the culture and processes that make the public sector different from other industries.

Unparalleled Experience
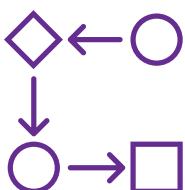
Through working with a large volume of public sector bodies on delivering CCM services, including for nearly 50% of all Ministerial Departments, we have gained a deep insight into what makes these complex projects successful and where adverse, and potentially damaging, factors can be avoided.

A fundamental component in our approach for ensuring successful CCM delivery is that we advocate that it involves more than just delivering a technology platform in isolation. Without the right processes and business change management, many CCM projects introduce significant and unnecessary business disruption and result in failing to deliver their expected outcomes, that is why eCase's Customer Success team are all certified Change Management Practitioners and are trained in Lean Six Sigma.

Focus on Benefit Maximisation

All too frequently suppliers to the public sector upsell the virtues of their products or services, but the promised outcomes are left up to the customer to work out, sometimes without the right tools, training or even time to do so.

We believe that the implementation of our service is just the very start of a long partnership with our customers and that our success is intrinsically linked to theirs. Therefore, we are intensely focussed on demonstrating to our customers both the tangible and intangible benefits they are deriving through their use of eCase.

Through a constant and iterative process of benchmarking, optimising and reviewing our customers, they are able to recognise and realise the continued value of their investment, validate their business cases, improve their performance and internally promote their critical work.

This is one of the core reasons that, to date, we have never had a customer stop using our service once they've started.

Industry Leading Best Practices

Through our aggregated experience from working with a large number of customers, we have been able to define a set of configurable industry best practices to enable organisations, of all different sizes and structures, to realise significant process efficiencies and performance gains whilst ensuring that they are managing their correspondence compliantly.

Furthermore, eCase's User Community portal and quarterly User Group meet-ups encourage a truly collaborative atmosphere for customers to share their knowledge, experiences and expertise, to help their peers and enable the entire user base to recognise and benefit from their insights.

Service Driven Success
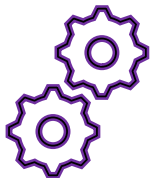
As a cloud-native SaaS provider, Fivium advocates that modern service models should be more than just delivering a technology platform in isolation. We understand that our success is intrinsically linked to our customers' success, therefore we don't leave our customers' success to chance.

From the very outset of all our partnership journeys with our customers, we start by introducing the eCase Experience Group. This proven approach leads our customers through service activation, minimising business disruption and time to value, and into an iterative cycle of benchmarking, optimising and reviewing performance and benefit realisation to ensure that maximum value is continuously derived.

Realising Net Highest Value

Fivium's *raison d'être* is to deliver high-quality cost-effective services to the UK public sector, and eCase is the exemplar of this.

Historically, organisations have over-weighted the *Cost* component of the Value Equation (*Benefit – Cost = Value* or *Utility*) to their detriment, leading to the selection of goods or services based on low prices that don't deliver the business outcomes that they were supposed to, thus resulting in wasted investments of time, money and effort as well as potentially large opportunity cost losses.

With this in mind, eCase focusses on maximising the *Benefits* component of the Value Equation, so that it outweighs the *Cost* and delivers the Net Highest Value to customers, thus resulting in successful outcomes that can be documented and proven.

By adopting eCase, our customers have realised significant efficiency gains and compliance improvements

Over 70,000 hours saved a year
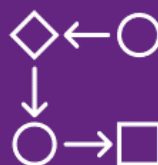Ministry of Defence

73% less time spent on reporting
Herefordshire Council

48% less time spent on complaint processing
Natural England

£1million annual cashable savings
Ministry of Defence

63% less time spent processing DPR cases
North Lincolnshire Council

60% reduction in case logging time
Cabinet Office

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

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Service Option	eCase Basic	eCase+	eCase Premium
Additional Features & Services			
eCase Capture		✓[18]	✓
eCase Email Content Extractor	✓	✓	✓
Secure Share		✓[19]	✓
Disclosure Log	✓[6]	✓	✓
Create Case API (e.g. for webform integration)		✓[4]	✓[4]
eCase Sync (Microsoft Word integration) [14]		✓	✓
eCase Google Sync (Google Docs integration) [15]		✓	✓
eCase Redact	✓[7]	✓	✓
OAuth Single Sign-On[8]	✓	✓	✓
SAML 2.0 Single Sign-On[8]	✓	✓	✓
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[3]		✓	✓
Enhanced Configuration of Existing Case Types[4]		✓	✓
Multi-Organisational Environment[5]		✓	✓
Reporting & MI			
Statutory Reports	✓	✓	✓
Dashboard	✓	✓	✓
Configurable Bulk Download Reports	✓	✓	✓
The eCase Experience Group			
On-Boarding			
On-Boarding Process	Assisted	Managed	Fully Supported
Data Migration	✓[9]	✓[10]	✓[10]
Process mapping	✓	✓	✓
Dedicated Go Live Contact[11]		✓ 2 days	✓ 3 days
Success Management			
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	✓[12]	✓	✓
Quarterly Reviews		✓	✓
Monthly Check-Ins		✓	✓
Twice Monthly Onsite Visits			✓
Named Service Manger			✓
Service Reports		Quarterly	Monthly
Savings Report/ Business Case Validation Report		Annual	Annual
Executive Sponsorship			

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Service Option	eCase Basic	eCase+	eCase Premium
Director Level Executive Sponsor		✓	✓
User Group Membership			
Membership of eCase User Group & access to the eCase Community site (for peer networking, best practice sharing & product roadmap influence)		✓	✓
Account Management			
Account Manager	✓	✓	✓
Access	By Phone	Face to face	Face to face
Service Credits			
Innovation & Training Fund[13]		£5,000 per annum per 50,000 increment case volumes	£7,500 per annum per 50,000 increment case volumes
Support			
Core eCase			
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*[16]
Custom Development Work Support[4]		✓	✓
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	✓	✓	✓[17]
eCase Public Services (eCase Capture, Secure Share & Disclosure Log)			
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

Service Option	eCase Basic	eCase+	eCase Premium
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*[16]
Custom Development Work Support[4]		✓	✓
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
Invoicing			
Payment Terms	Annually in Advance	Quarterly in Advance	Monthly in Advance

Table Notes

[1] 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

[2] 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 subscribers

[3] Available via Enhanced Configuration services at additional cost, based on our SFIA rate card

[4] Available via Enhanced Configuration services at additional cost, based on our SFIA rate card

[5] 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

[6] Available for an additional £2,000 per annum

[7] Available for an additional £2,500 per annum

[8] Customer specific integration support may incur additional charges

[9] Strictly only via Fivium-supplied template and may be subject to additional charges, depending on how data is formatted

[10] Via either Fivium-supplied template or other data source. May be subject to additional charges, depending on data source and formatting

[11] 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

[12] By phone or web meeting service

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

[14] Availability is dependent on accessibility to Microsoft's API

[15] Availability is dependent on accessibility to Google's API

[16] Option to extend available at additional cost, based on our SFIA rate card

[17] Customised release notes

[18] Available for an additional cost – see Table 5. eCase Capture Annual Subscription Pricing Matrix

[19] Available for an additional cost – see Table 6. eCase Secure Share Annual Bundle Subscription Pricing Matrix

The eCase Experience Group (EXG) - Fivium's Proven Implementation & Benefit Realisation Methodology

The eCase Experience Group (EXG) ensures you achieve maximum value from your investment in eCase. It complements the eCase platform by focusing on the often-neglected people and process pillars of transformation. The EXG drives continuous improvement and value realisation using our unique domain knowledge and proven best practices to support you at every step of the journey to ensure you are operating at optimum performance levels.

We recognise that the biggest risk to the success of any project is managing the business change that comes with it; the EXG begins by focussing on change management, ensuring risks are mitigated and your initiative sets off with the best possible chance of success. From here we continue to work with you to optimise and improve throughout your journey with us.

Combining our best of breed technology, unique domain knowledge, and focus on benefit maximisation, the EXG ensures you are working with industry leading best practices, improved performance and compliance, and are receiving the net highest value from your investment.

This section summarises Fivium's proven approach to delivering and supporting eCase implementations, ensuring that each one delivers the maximum return on its investment, continuing throughout the customer lifecycle.

For an insight into the successes that North Lincolnshire Council and other public bodies have achieved through this value added service see case studies on pages 30 and 35.

eCase Configuration

Upon commencing an eCase implementation project, the eCase team work with customers to define their requirements, understand their current processes (per case type), identify process optimisations and configure eCase to deliver maximum efficiency and effectiveness when executing these processes.

If additional enhanced configuration of eCase is required which, given eCase's maturity, is unusual, then the effort for this work will need to be assessed and costed, in full, prior to being delivered through the utilisation of an agile development cycle.
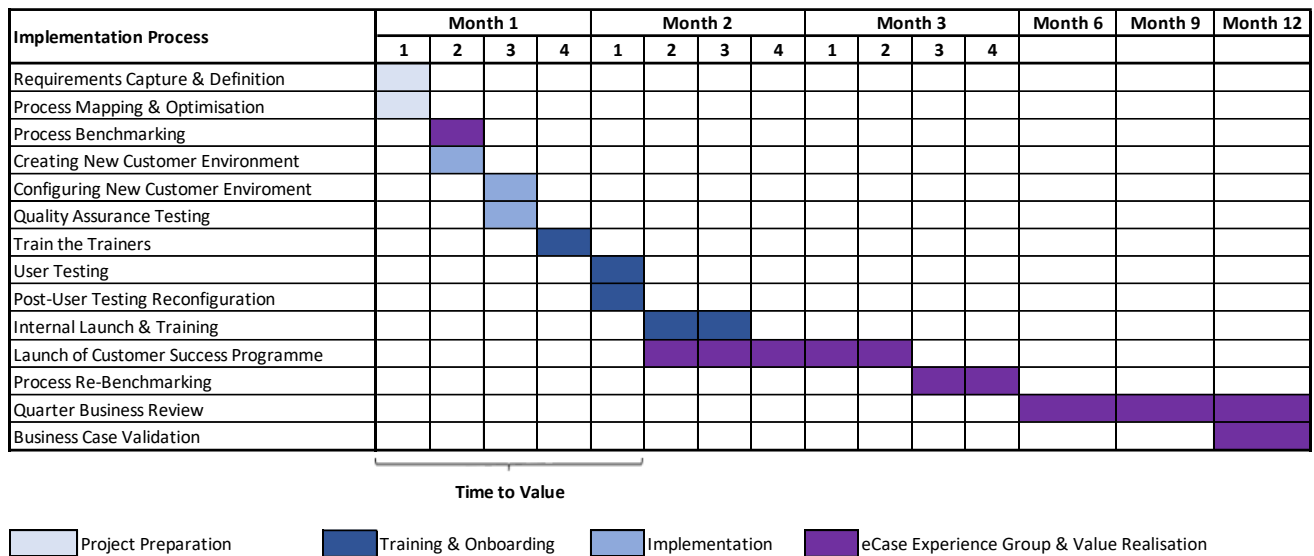
Example Implementation Plan

Public sector correspondence management is a complex and governed business work process, however through Fivium's vast experience of implementing digital case management solutions we have established a proven process that minimises both Time to Value and business disruption, enabling eCase customers to realise maximum benefit in a short a time as possible.

> "It's been amazing. The eCase team is always on hand to go through things and use their expertise to make sure our process is always improving. Nothing is ever an issue, and they're always looking to make sure we improve as a team."
> Alexandra Robinson, Complaint Resolution Team- Lead Adviser, Natural England

Figure 1. Example eCase Implementation Project Plan

Implementation Process	Month 1				Month 2				Month 3				Month 6	Month 9	Month 12
	1	2	3	4	1	2	3	4	1	2	3	4			
Requirements Capture & Definition	█														
Process Mapping & Optimisation	█														
Process Benchmarking		█													
Creating New Customer Environment		█													
Configuring New Customer Enviroment			█												
Quality Assurance Testing			█												
Train the Trainers				█											
User Testing					█										
Post-User Testing Reconfiguration					█										
Internal Launch & Training						█	█								
Launch of Customer Success Programme						█	█	█	█	█					
Process Re-Benchmarking											█	█			
Quarter Business Review													█	█	█
Business Case Validation															█

Time to Value

▢ Project Preparation	▮ Training & Onboarding	▯ Implementation	▮ eCase Experience Group & Value Realisation

Training

Successfully introducing new enterprise systems and ways of working into any organisation relies heavily on making sure users are appropriately skilled and that they understand how the change will benefit them. As such, we place particular emphasis on ensuring that training of users is conducted as efficiently and effectively as possible. Therefore we highly recommend a comprehensive 'Train the Trainer' approach.

Utilising this approach, Fivium skill up the core set of 'super users' and administrators within our customers' teams so that they are equipped to cascade and combine their knowledge of both eCase and their current ways of working to their non-core users.

The following is an example of a training plan for a Freedom of Information Team in a medium sized public sector body:

- 2 days' classroom style training, maximum 8 people in each session, to cover:
  - creating cases, allocation (to hub coordinators and drafters), linking, watching, mandatory clearances, contributions, drafting, clearances, sending responses, batch responses, fast track cases, redaction, eCase sync, digest emails, searching, reports, case reassign, transfer out process, case retention.
  - working with the Superusers to configure eCase's options and ensure that they are appropriately skilled to test the live system before an organisation-wide roll out. This is typically delivered in either a classroom style or a deskside setting, depending on the number of participants and the office setup.

Fivium's experienced trainers work with customers to establish training needs based on the number of users, type of workflows and, importantly, the impact of the business change on their users.
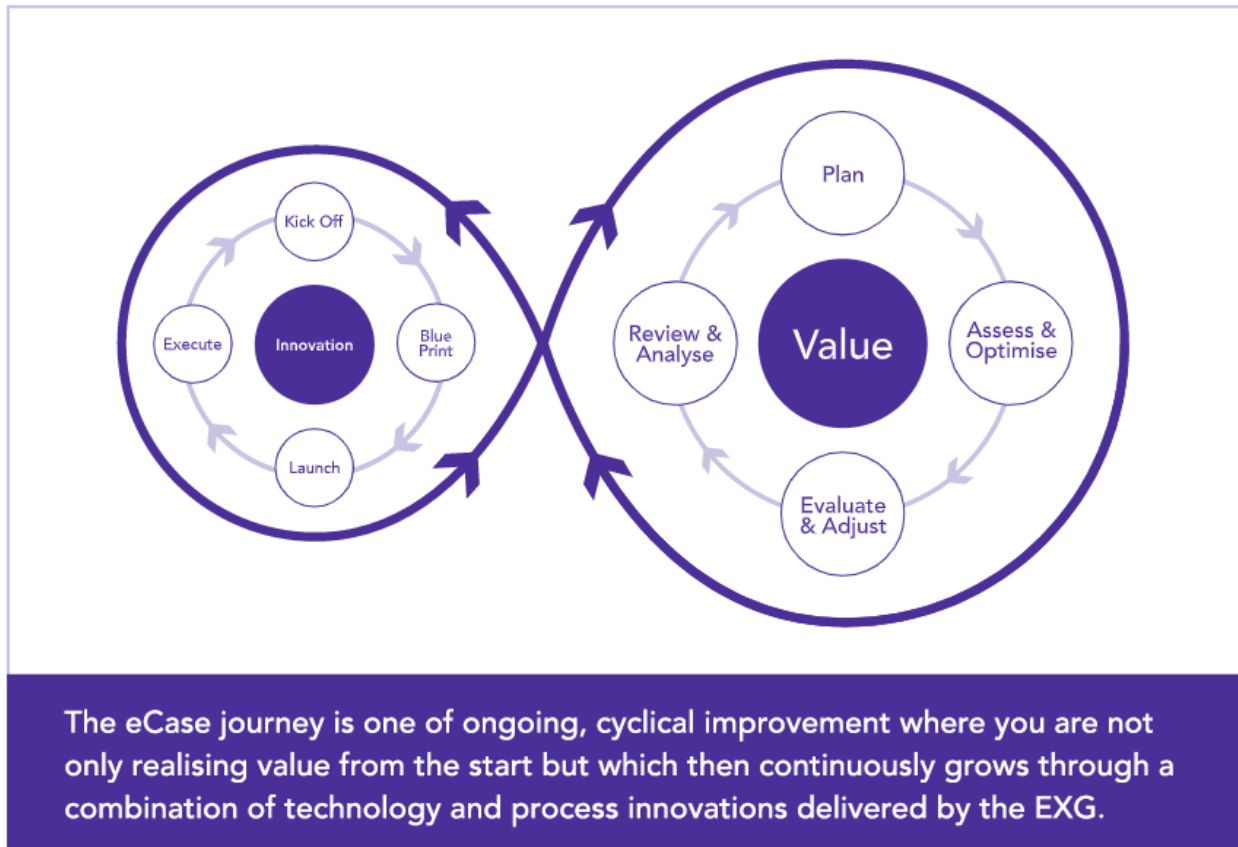
Customer Success

As a cloud-native SaaS provider, Fivium advocates that modern service models should be more than just delivering a technology platform in isolation.

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We understand and appreciate that in order for customers to de-risk the benefits of their investment, that business transformation requires not only technological solutions, but also process optimisation and change management. Therefore, Fivium augments the eCase platform with a Customer Success function, which is specifically focussed on reducing the business impact of change, driving adoption and helping customers to achieve the maximum value from their investments.

Our Customer Success management team take operational ownership of eCase customers to deliver the continuous eCase Customer Success programme (Figure 2) and to ensure overall and incremental value realisation throughout each customer's lifecycle.

Figure 2. The eCase Experience Group

The eCase journey is one of ongoing, cyclical improvement where you are not only realising value from the start but which then continuously grows through a combination of technology and process innovations delivered by the EXG.

"The EXG has always been on hand. Any questions we've had have been answered instantly and we get great best practice recommendations to support us on our continual improvement journey."
Lesley Cooper Customer Complaints Manager, North Lincolnshire Council

Hosting

eCase is provided as a fully hosted SaaS application. Fivium only use UK hosting and network infrastructure that meets the rigorous requirements of public sector information assurance in line with the Government's Security Policy Framework. Our current hosting partner is Amazon AWS.

Specific information about eCase infrastructure including software technology, virtualisation and infrastructure design can be provided upon request. This information is sensitive to the security of the application and is therefore not included in this document.

Data Import / Extraction During Onboarding & Offboarding

Case data can be imported and exported using a template Spreadsheet which Fivium will provide.

Fivium can provide further data migration assistance for converting legacy data into the eCase required format. This exercise may incur costs which will be charged according to the complexity of the legacy data.

"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

"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

Customer Support

eCase is delivered as a fully managed SaaS platform, with telephone and email support delivered by our friendly service desk team based in London.

Service Management

Fivium manage the full eCase service provision including monitoring, maintenance and support using ITIL best practice techniques. A customer's first point of contact for any support or technical issues will be the Fivium Service Desk.

In addition to responsive support enquiries, the Service Desk produces a service report (the frequency of which will be dependent on the service model adopted) presenting:

- Incident and service request analysis
- Service availability record
- Details of P1 and P2 incidents
- Performance against SLAs
- Security incidents and breaches
- Capacity status – including number of cases in period
- Service calendar of key dates and events

Service Improvement

Fivium work proactively with customers to identify service improvement opportunities and continuously monitor all relevant systems to ensure interruptions to the service are minimised. This enables Fivium to continually improve eCase's performance through more efficient or effective use of technology.

Service Integration with Other Suppliers

As a true cloud service, eCase is designed to have minimal integration with your corporate ICT environment. However, Fivium fully understands the importance of, and has a successful track record in, working with our customers' ICT teams and suppliers to integrate eCase into secure complex government environments. Throughout any integration work we ensure formal change control and service management procedures align with ITIL best practice.

Maintenance Times

Fivium will use commercially reasonable endeavours to make eCase available 24/7, except for:

a) Scheduled maintenance carried out during a regular maintenance window, such as backups, database administration and log processing (Table 2).
b) Planned downtime performed outside core business hours, provided notice of such events are issued six hours prior (Table 2).

Table 2. Details of Scheduled Maintenance & Planned Downtime Time Period

Day	Scheduled maintenance periods		Planned downtime for upgrades	
Monday - Friday	8pm	4am	6:30pm	4am
Saturday – Sunday (and public holidays)	8pm	4am	Midnight	11:59pm

Support Desk

The eCase support desk will be available 99.9% of core support hours for each eCase service, and an automated service will be provided out of hours, so problems can be reported. The support desk has a dedicated phone number (available to eCase+ & eCase Premium customers) and email address.

eCase is available but unsupported outside these hours, except for scheduled maintenance outages.

Any support issues received out of hours will be logged and / or actioned at the start of the next period of core support hours.

Service Levels for Core eCase

Response and resolution times shown in Table 1 for each service model are elapsed hours within the supported hours' time frame from when the call is raised. Service levels apply to the production service only.

Table 3. Service Level Impact Definitions

Priority	Impact Definition	Service Level Target
P1	Complete loss of eCase or serious performance degradation rendering eCase unusable. This includes degradation that renders the customer organisation unable to carry out the complete business function provided by eCase.	95%
P2	An incident which causes a significant performance degradation, or complete failure, of a part of eCase which is essential for timely case processing. For example, failure to create any new cases, all notifications prevented from leaving eCase, or all users in a particular physical location unable to access eCase. Complete failure of a non core eCase component such as eCase Sync, eCase Redact, eCase Email Scraper etc. will not constitute a P2.	95%
P3	A degradation or partial failure disrupting a critical high level business activity or preventing a significant number of cases being processed. Incidents caused by customers working in a non-standard manner e.g. using shared accounts, will not constitute a P3.	95%
P4	A degradation in functionality which prevents users performing an essential business process on a limited number of cases.	95%

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Priority	Impact Definition	Service Level Target
P5	Any incident not covered by the above	NA

Target percentages, in Table 3, are based on an average of issues raised within a priority banding, taken over the preceding 12-month period.

Note that:

a) When an incident is referred, we will undertake the necessary classification, investigation and diagnoses, and confirm the allocated priority or re-prioritise, depending on the stated business impact and urgency required. The allocated priority will determine the resolution timescales and service level targets within the core business hours. Customer service management will retain the responsibility to decide the priority given to any particular incident where the initial prioritisation is disputed or questioned.

b) The service level agreement (SLA) clock will start when we receive the incident.

c) The SLA clock will stop when Fivium have advised the user that the incident is resolved.

d) A resolved ticket is defined as the point at which the user is able to proceed with the task or process that caused the incident to be raised, this may be a full fix, temporary fix or workaround.

e) The SLA clock will be paused whilst we are awaiting further advice from the customer where this is required to resolve an issue.

f) Incidents referred outside the core business hours will be addressed by Fivium support teams at the start of the next period of core business hours and service levels will not apply during this period.

g) Incidents reported prior to a period of additional out-of-hours support will only be subject to the core business hours (not the additional out-of-hours period) for SLA reporting.

h) Where the cause of an incident cannot be determined and a permanent fix cannot be applied in a timely manner, we will implement a workaround to meet the service level requirements and, subsequently, work in partnership with any other support functions to find and apply a permanent resolution for the incident as soon as reasonably practicable.

i) Should we need to refer an incident to a nominated 3rd party in order to find a suitable resolution the SLA clock will not be suspended unless prior agreement and approval has been obtained from you.

j) Only incidents resolved, or where a workaround has been implemented, within the reporting period, will qualify for reporting against the service level targets.

k) Incidents with a root cause attributed to another party will not count against Fivium's availability regardless of whether the application is affected.

l) Service levels are provided (unless mutually agreed) on the basis that customers are on the latest release or release immediately prior to the latest, with the exception of eCase Premium customers who may have a maximum of 4 week, pre-agreed, Change Freeze in place.

A major outage report will be provided upon request following a P1 incident.

Fivium will not be responsible for any failure to achieve Service Levels where that failure results from any act or omission of the Customer or from any failure of the Customer to abide by any of the terms of their Agreement, or where such failure results from any system, network or communications infrastructure (including the internet) for which the Supplier is not directly responsible.

Service Levels for eCase Public Services

eCase has a range of optional public facing services which provide a rich end-to-end customer experience for your citizen end users. These eCase public services include:

- **eCase Capture** – a comprehensive set of case type specific integrated webforms for efficiently capturing and processing requests (see page 9 of the eCase Pricing Document for a full description of this service and page 23 of this Service Definition for an insight into how the MOD are realising significant benefits from using eCase Capture)
- **Secure Share** – for securely and cost effectively sending sensitive responses to requesters (see page 10 of the eCase Pricing Document for a full description of this service and page 23 of this Service Definition for an insight into how the MOD are realising circa £1m cashable saving by using Secure Share)
- **Disclosure Log** – for proactively publishing FOI responses and reduce case volumes (see page 27 of this Service Definition for insight into how Herefordshire Council are using our Disclosure Log in combination with eCase to realise a 69% efficiency gain for processing FOIs)

Priority	Impact Definition	Service Level Target
P1	Complete loss of an eCase public service, or serious performance degradation rendering the service unusable. This includes degradation that renders end users unable to carry out the complete business function provided by the service. For example, failure to submit any webform requests, or download any files from secure share.	95%
P2	An incident which causes a significant performance degradation, or complete failure, of part of an eCase public service which doesn't prevent users being able to achieve the primary function of the service. For example, a complete failure the postcode look up service, but where manual data entry is possible; or a subset of screens taking longer than 30 seconds to return.	95%
P3	A degradation or partial failure preventing a small number of users successfully using the public service for a small number of specific use cases. For example, users having trouble with a certain data-specific journey or a small number of file downloads not working.	95%
P4	A cosmetic error which does not prevent users from successfully using the service.	95%

Target percentages, in Table 3, are based on an average of issues raised within a priority banding, taken over the preceding 12-month period.

Note that:

a. The service level target is calculated for each separate service individually.
b. Service levels are subject to the Regular Service hours of the customer's eCase subscription level (see table 1 eCase Service Model Matrix).
c. If there is an incident which affects the interface between a public service the customer-facing eCase application, and which does not directly affect the public user, then the standard eCase service levels apply.
d. SLA metric for Public Services are only included in the regular service report for Premium customers.
e. Any requests for changes to public services, which cannot be met through in-built configuration, will need to be raised as a change request and may be chargeable.

A major outage report will be provided upon request following a P1 incident.

Service availability

The Services are subject to the availability of the infrastructure hosting provider but the Supplier will use its reasonable endeavours, subject to the foregoing, to provide availability of the Services for 99.9% of the time between 8am and 6:30pm Monday to Friday excluding UK public holidays.

"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."
Claire Jacobs, Information Governance Officer, Herefordshire Council

"As customer service goes, it's been amazing. The eCase team is always on hand to go through things and use their expertise to make sure our process is always improving. Nothing is ever an issue, and they're always looking to make sure we improve as a team."

Alexandra Robinson Complaint Resolution Team- Lead Adviser Natural England

FIVIUM

Contact Us

For further information about eCase, please contact our enquiries team, using the details below, or visit ecase.co.uk

Name	Fivium Enquiries Team
Telephone	0800 368 9345
Email	enquiries@fivium.co.uk

Company Information

Company Name	Fivium Limited
Company Registered Address	16 Great Queen Street Covent Garden London WC2B 5AH
Company Registration Number	05775733
Email Address	enquiries@fivium.co.uk
Website	www.fivium.co.uk

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

eCase

Case study
Ministry of Defence Transforms its Entire Data Protection Request Service

Ministry of Defence

£1m	70k hrs	91%	13.4 FTE
Cashable savings p.a.	Time saved p.a.	Compliance	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.

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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

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Secure Share site page

"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

"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

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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eCase

Herefordshire Council

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.

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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.

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

Efficient
Herefordshire Council has realised a 69% overall efficiency gain processing FOIs and a 73% efficiency gain with 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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eCase

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.

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

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.

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.

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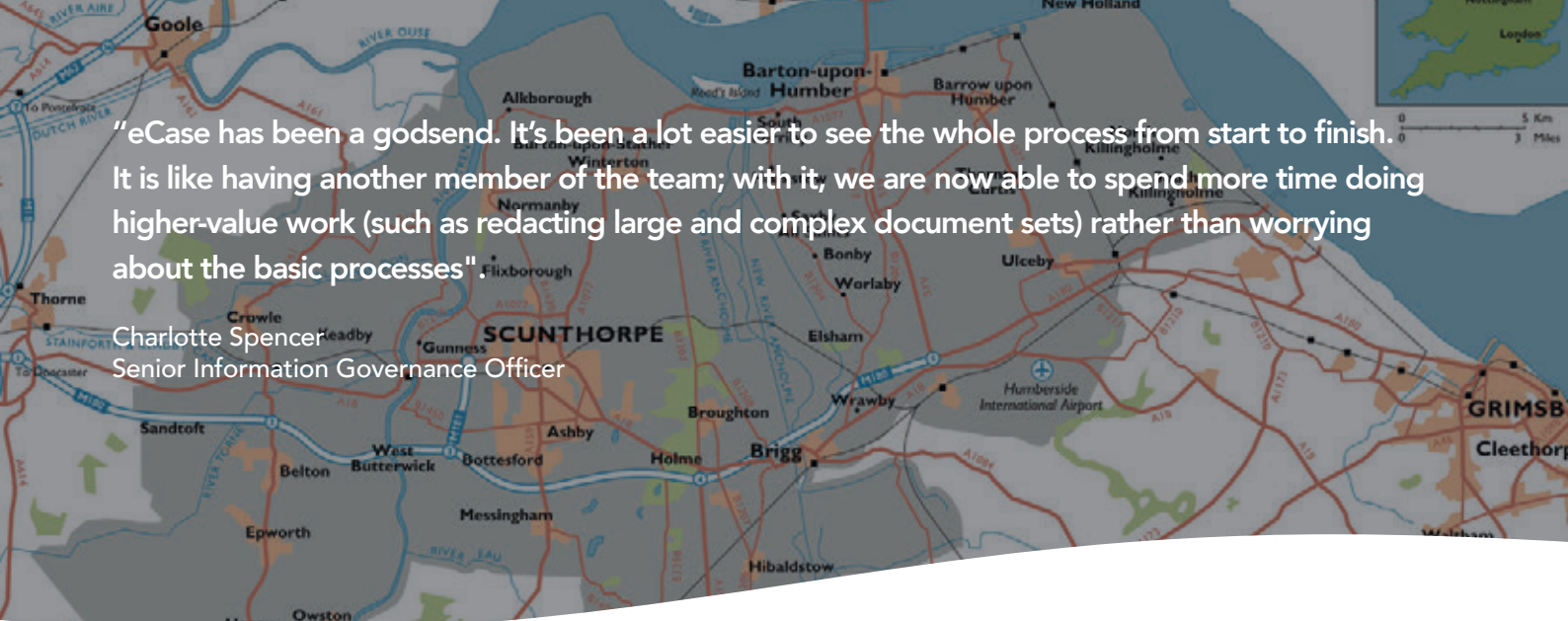
With eCase's end-to-end oversight and one-click reporting, management information tasks have seen a reduction in time of 61.26%, equivalent to 972.5 minutes a month.

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 ECO Delivery Team 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.

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.

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.

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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eCase

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.

FIVIUM

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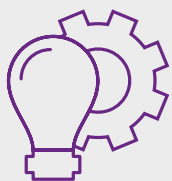
Easy
With eCase Capture, the Cabinet Office is able to automatically log new cases.

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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