

Dartford Council goes live in revenues and benefits with IDOX

After several months of business process analysis and product development in November 2005, Dartford Borough Council modernised and streamlined their business processes by going live with the IDOX Document Management and Workflow system in their Revenues and Benefits Departments.

Dartford had previously been a paper based office, but needed to change their way of working in order to maintain their strong processing times and high collection rates.

Dartford was already an existing IDOX customer. Their Planning, Building Control and Legal Departments already used our software, and with the help of some DWP funding, the Council was able to deploy a fully corporate solution, while still meeting the needs of each section. IDOX was required to prove to the Council that the software was flexible enough to meet the specific requirements of the Revenues and Benefits Departments.

“When DBC wanted a document management system we had a number of requirements: economic to buy and maintain; simple to use; could be implemented incrementally and flexibly for each service; would provide a robust Corporate environment. IDOX is proving itself a sound choice”

Rob Moore - E-Government and Business Development Manager

Partnership Approach

IDOX were able to offer Dartford the customised functionality they required in order to continue working in the way which best suited them. This helped form a strong working relationship between the two organisations.

IDOX's ability to tailor the Document Management and Workflow system to Dartford's specific needs meant that the Council was able to achieve the desired process efficiencies without having to make wholesale changes to the way they work.

This included an iterative approach to providing a system which met the Council's exact requirements.

Corporate Benefits

With the Revenues and Benefits departments deployed on to IDOX and starting to experience the process gains they had hoped for, the Housing Department quickly followed suit. IDOX was able to roll out end user tailored workflow processes which suited each department's specific needs.

The key benefits of a corporate solution are:

- Shared administration resource, i.e. scanning and indexing
- Financial savings in terms of licence costs
- Reduced burden on in-house support resources
- Enhanced potential to influence future development of the product

Benefits to Customers

IDOX's Document Management and Workflow system was able to provide significant benefits to the Council's customers:



CASE
STUDY

- Documents were scanned at the Council's Contact Centre during customer visits. This removed the need to photocopy documents, and meant that essential claim forms and documentary evidence were automatically linked to other claim documents and allocated in the shortest possible time. Often documents would often be with an Assessment Officer on the same day they were handed in.
- Back office efficiency savings mean that claims were processed more quickly and awards of benefit were made.
- IDOX's web based technology meant that mobile working projects are able to incorporate Document Management; this will result in customers experiencing a more efficient visiting service.

Conclusion

The corporate roll out of Electronic Document Management at Dartford BC has been a huge success. A significant proportion of the Council's services are now supported by IDOX software, and through this, enormous efficiency savings have been made.

Dartford's Benefit Department's outstanding work is at one of its lowest points for many years. Post is dealt with as it is received and this is filtering through to performance of 22 days for new claims and five days for changes in circumstance.

With this level of performance the residents of Dartford will ultimately be the beneficiaries of this strong working relationship between IDOX and Dartford Borough Council.

To reach marketing for IDOX, please email marketing@IDOXplc.com or call 0141 574 1910.

www.IDOXplc.com

SW.78.1006

CASE
STUDY