

Improving efficiency in case handling



Northern Ireland Insolvency Service partnered with Equiniti to implement a financial case management solution that would significantly reduce the cost of case administration and improve the user experience.

Overview

Equiniti formed part of a consortium which provided the Northern Ireland Insolvency Service (NIIS) with a financial case management solution that would reduce the cost of its case administration and improve its overall efficiency in case handling.

Challenge

NIIS had over 450 forms in circulation, an inconsistent user experience, duplicated of stored output and a 400% increase in the number of cases being processed by the department. Also, due to pressure on keeping costs to a minimum, the agency had to process these cases with the same resources. It needed a solution that could give it full traceability and auditability of the cases that it managed as well as being able to process the cases quickly and efficiently so that it did not need to increase resource levels.

The solution

Equiniti provided NIIS with a comprehensive case management solution, including a financial case management system with integrated workflow and a link to the HP

TRIM electronic document and record management software (EDRMS). Equiniti also provided a customised insolvency practitioner portal using the government Gateway, a public portal (e-forms) and a scanning solution for all incoming documents.

Following this project, the GB Insolvency Service rolled out Equiniti ICS's case management system to over 3,000 users.

Key benefits

NIIS has experienced extensive benefits since the initial implementation. These have been proven by the agency's achievement of gaining Gateway Review Level 5, a rigorous assessment which investigates government IT projects ensuring that they are on track and are being run in an efficient and cost effective way.

Key Benefits

- Significant reduction in the cost of case administration
- Minimise duplication of output
- Improved professional image
- Improved and consistent user experience
- Timely follow-up using 'reminders' functionality



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About the Northern Ireland Insolvency Service

NIIS is a branch of the Department of Enterprise, Trade and Investment Business Regulation Division and is responsible for promoting and maintaining the integrity and working of the market place by administering and investigating the affairs of bankrupts and companies in compulsory liquidation and handling the disqualification of directors in all corporate insolvencies.

About Equiniti Group

The Equiniti Group is a leading business process services outsourcing provider. It was formed in 2010 by combining the resources and expertise of two businesses: Xafinity and Equiniti.

With over 3,000 employees and over 2,200 clients Equiniti Group is a trusted player in the both public and private sectors – and in industries as diverse as health, education and finance.



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