

RB  Solutions



Practical support for your good ideas

Overview

RB Solutions is a unique company who offer Business Improvement Solutions to the Revenues and Benefits environment.

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- Remote Benefits Processing
- Business Process Re-Engineering
- Change Management
- Project Management
- Implementation and Consultancy
- Procedural Manual Production
- Training

In utilising our proven processes and procedures, we are able to assist Authorities to achieve their goal of becoming and maintaining, the delivery of the service to a high level of performance.

Within our Remote Benefits Processing service, we have developed working modules which can be utilised by Authorities in either a short or long term basis, with the ability to measure the improvements, which can be guaranteed on a risk and reward profile.

Our team comprises of highly trained and experienced ex local government practitioners who understand the complexities within the Revenues and Benefits environment and are well versed in best practice procedures.

Remote Processing

RB Solutions provides a cost effective remote processing service to clients with a proven track record of significantly improving service levels. We work in partnership with our clients who at all times are in full control of the service.

Our business processing centre is based in Ashton under Lyne, Manchester and uses the latest technology to ensure reliability and security. Clients retain their own system which we access remotely.

By using CRM solutions we are able to process cases from enquiry through to resolution. Our best practice and quality procedures ensure that cases are dealt with both timely and importantly; accurately.

The service is fully flexible and we can offer:

- to deal with immediate backlogs
- flexible resourcing to maintain a consistently high level of service 52 weeks a year
- long term arrangements
- service management (London Borough of Islington).

For this service to be successful and of value to an Authority, RB Solutions has based its solution on the following principles:

- Quality – Agreed service levels, referenceability
- Flexibility – Backlog, change or demand led
- Consistency – Dedicated teams and resources, permanent staff
- Cost Effective – Different types of Models i.e. FTE based or Fixed
- Measurable – Daily/Weekly Statement of Work completed
- Seamless – 'Virtual' teams work on customer's systems using their processes
- Secure – Virtual Private Network (VPN) using firewalls



The Concept

An overview of how the service would typically be delivered is outlined below:

1. Your front office staff continues to deal face to face with the public's claim/account enquiries.
 2. Once checked, logged and scanned, the claim forms or files are batched into an agreed worktray(s), which can be accessed from our processing centre in Ashton, Manchester.
 3. Our staff then process claims onto the Benefits or Revenues system to agreed service levels.
 4. The forms/claims/files are completed as appropriate when they have been fully processed.
 5. Daily we will e-mail you with a statement of work completed.
- We appoint a dedicated manager to look after the relationship between your office and ours, ensuring clear lines of communication at all times.
- Your location, current working practices and technology, present no barrier to the smooth running of the operation.
- The service would be monitored through an agreed Service Level Agreement.

The Quality

Our prime objective is to provide a quality service ensuring that the output we provide is of a very high and accurate standard.

The main reason we can meet this objective is that all the staff employed by RB Solutions are highly qualified and experienced benefit processors.

To ensure a high level of quality we undertake a stringent selection process for all potential staff which includes in-depth interviews and a practical Benefits knowledge test, which requires a 100% pass rate in order for an offer of employment to be made.

In addition we will and have only employed team leaders who have had previous supervisory experience in the Benefits environment.

Our estimates of the amount of accurate work that we believe a member of our staff can achieve per day is based on prior experience through utilising what we consider to be the best pool of resources available in the UK today.

As part of our service we will fully adhere to the Authorities standard working practices, and therefore in advance of the contract being awarded we would encourage that a joint scoping exercise be undertaken.

This exercise will involve on-site consultancy, followed by meetings to agree the working practices and to confirm the appropriate throughput levels for the contract. Quality Procedures are critical in this scoping exercise so that we can meet your expectations.

In addition to the scoping exercise we would propose a trial run of processing a number of claims prior to the contract commencement either remotely or on-site. This would ensure that we are adhering to your working practices correctly. This will have the added benefit of ensuring we can 'hit the ground running' for the commencement of the contract.

Within RB Solutions each Benefits team leader is responsible for the day to day management of a maximum of 8 Benefits processing staff monitoring and allocating the appropriate type and amount of work to each individual on a daily basis. Targets for both throughput and accuracy are set for staff, and is monitored in-flight by team leaders and daily by managers. The team leader managing the staff will also carry out continual spot checks to ensure that the appropriate quality is achieved. Through this method we can monitor the accuracy and throughput of staff.

To further ensure that staff perform to a consistent and accurate level we utilise checklists for both new claims and change of circumstances on all contracts we operate. We have created standard Quality Checklist for New Claims and Quality Checklist for Change of Circumstances templates; this is a Best Practice guideline to maintain accuracy, and overall efficiency.

We perform a standard quality check of over 10% of the work that is carried out. A nominated account manager will regularly review the performance with the Council's contract manager.

Our processing centre is developing a true "ONE TEAM" Culture – with daily team briefings, weekly structured meetings and a weekly training session using both internal and external resources, to keep up with and share best practice procedures.

A specific monthly "Legislation Workshop" ensures that we can be confident in our staff's knowledge of regulations and other initiatives.

Key Benefits of service to customers:

- Improved BVPI results
- Flexibility to allow for peaks in work or staff shortages
- Reduction in processing times and errors
- Improved service levels your customers

RB Solutions can assist Authorities to meet the challenge of implementing major organisational changes as a result of policy, system or business changes. There are several approaches that can be adopted. These include:-

- Map existing Revenues and Benefits processes. This will provide a comprehensive guide to aid staff training and also provide consistency of service delivery.
- Evaluate existing processes and provide recommendations where service improvements and efficiencies can be made.
- Provide Change Management support to implement improved processes and procedures to ensure a smooth transition to a better service ensuring minimum disruption to current service delivery.

RB Solutions offer a comprehensive BPI exercise (which can be tailored for a specific Authorities requirement), which identify a number of aspects/ outcomes that will ultimately impact on performance. These are:

- Identification of the blockages/delays in key processes (new claims, change of circumstances) that are outside the control of the Benefit Section. Once identified recommendations are made on how to reduce these blockages/delays (at the same time taking into account the requirements of the regulations).

- Identification of internal blockages/ delays that have crept into the process. This includes internal issues/ relationships and procedures that create a delay.
- Assessing the involvement of various staff who are within the processing cycle.
- Reducing the level of manual intervention involved with processes and replacing this (where possible) with automated processes.
- The involvement of third parties (e.g. Rent Officer, DWP) and the manner in which the information is provided to/from third parties.
- Assessing the impact of customers (claimants/taxpayers) on the processes.
- Considering how manual processes can be automated.
- Identification of additional software modules that would assist in improving efficiency.

The cornerstone of our approach is the creation of detailed models of all activities carried out including:

- How often does it happen?
- What is the cost of the activity, in terms of resource usage and time?
- What are the business triggers?
- What decision points exist and what are the percentages for each possibility?
- What resources/organisation structure is in place to carry out the processes?

Having an accurate model of the business process enables:

- Rapid identification of problems with current processes such as bottlenecks and time spent on activities adding little or no values
- Simulation of the affect of new processes on key performance indicators
- Identification of the numbers and types of resources needed to support your new processes to reduce both bottlenecks and surplus capacity
- Production of new performance targets for service, teams and individuals
- Testing the end-to-end integrity of new processes
- Iterative design and analysis until the optimum design is reached and agreed
- Communication of the new model to all stakeholders involved to gain agreement

A BPI exercise to review the working practices within a Benefit or Revenues Service is normally a 30-40 day engagement. The exercise involves on site work to gather existing working practices, an analysis of the data gathered and a formal presentation of the findings and recommendations.

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Project Management and Implementation

RB Solutions can provide you with skilled Project Managers who have extensive knowledge of implementing new software solutions in the Public Sector. This service can cover all aspects of managing the project, ranging from:

- production of initiation documents
- preparation and maintenance of project plus
- leading and controlling project resources
- chairing project meetings
- check point reports and risk assessment
- management of the 'Transition Plan' into the live environment.

To ensure that all of the projects are controlled and run in an effective manner, RB Solutions utilises the widely recognised project management methodology PRINCE 2.

We can also provide expertise in the procurement stage. This service not only harnesses the extensive experience RB Solutions has gained of the software solutions available to help you make the right choice, but can also provide consultancy as to the various mechanisms for procurement. Throughout this process, a Project Management service can be provided to ensure that this initial series of tasks are successfully completed.

We can assist in areas such as:

- identification and documentation of requirements
- management of the selection process, including
- comparison of requirements to standard application functionality and production of Gap Analysis
- identification and documentation of recommendations to resolve functional issues
- contract development and negotiation

When implementing major projects, not only is it appropriate to appoint a project manager, it is also often desirable to have the assistance of

someone with the necessary experience and expertise to advise on:

- business issues
- technical issues
- application problems
- logistical issues

Good though the project manager may be, their job is to get the project fully implemented on time, to specification and within budget. They are not primarily there to provide individual service managers with specific advice and guidance.

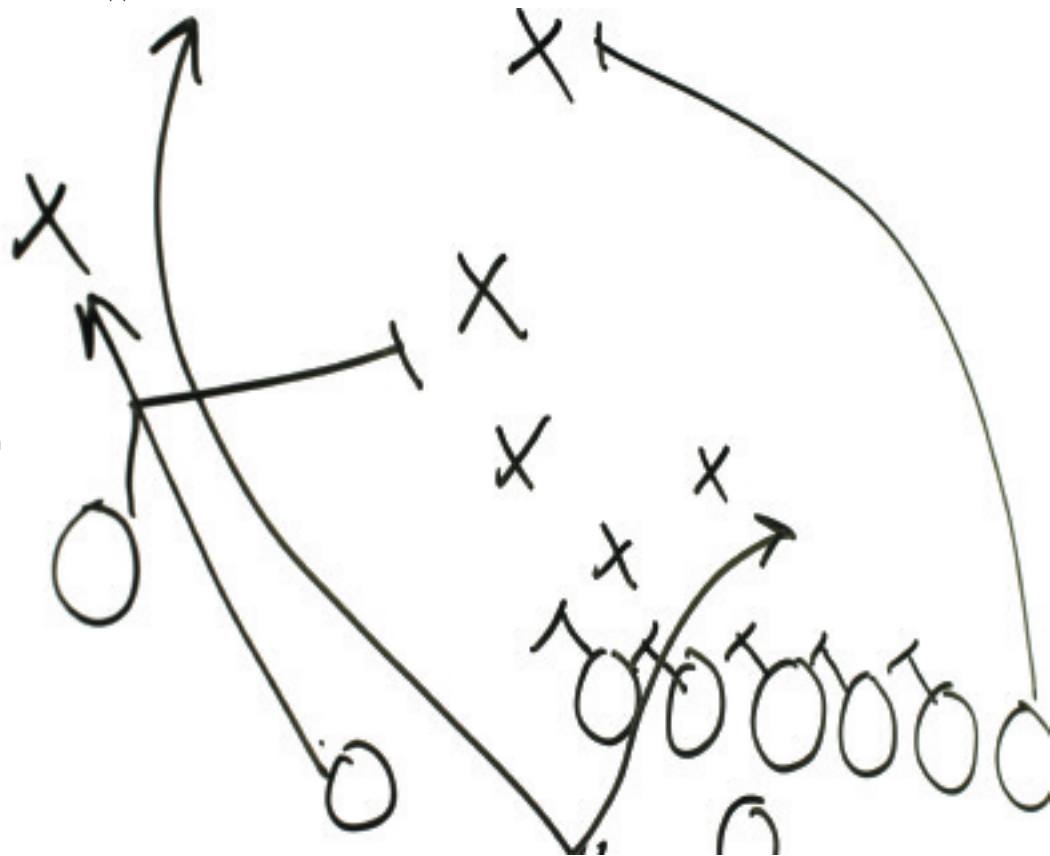
To satisfy these needs, RB Solutions can offer services delivered by experienced consultants that include:

- logistical support in understanding the issues and the ability to identify solutions;
- adhoc report writing and document template design;
- interface and batch process testing;
- business process re-engineering.
- managing the acceptance testing process, with guidance on testing strategies ensuring that the system meets your requirements.
- planning the installation of software releases.
- configuration of both the hardware and applications.

Training

We recognise the importance of training within your organisation to ensure that staff are able to perform effectively and thus provide a first class service to your customers. On going training and development of staff is a constant challenge.

We at RB Solutions have highly experienced trainers who can offer training on all the leading software packages. Their systems knowledge coupled with up to date knowledge of the legislation provides for first class training courses which can be tailored for your specific needs. At the same time our trainers will suggest Best Practice Guidelines to help you get the best from you system and therefore improve performance and service levels.



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