

One Revenues and Benefits

Automation



By upgrading to One Revenues and Benefits' new, fully integrated automation functionality, your staff will be released from the time-consuming task of manually processing claims and changes in circumstance to instead focus on complex priority tasks, with the added bonus of a reduction in the risk of error through rekeying. The lives of customers will also be improved as they can now submit their claim online and receive confirmation of their entitlements automatically.

What is One Revenues and Benefits' Automation?

With Capita's One solution, you have the power to truly change the way your authority manages and delivers its benefits service, using an out of the box solution, which is fully configurable to manage any claim or change type you wish to automate, including those subject to risk-based verification.

The automation functionality is easily set up within your core system parameters, working alongside your existing online assessments and applications processes to identify and manage assessments from start to finish. Automated processing reduces processing times from over forty minutes to less than two minutes, twenty times quicker than a member of staff can normally process the same information manually.

It's highly flexible, as its configuration can be as simple or complex as you want it to be, and changed or broadened to evolve with your requirements.

Key benefits

- Up to 20 times faster than manual processing
- Highly flexible solution
- Cost-effective, delivering a strong return on investment and helping you deliver effective services despite ongoing funding reductions
- No manual intervention from staff required, freeing up your skilled operatives to focus on other priorities
- Automatic updates to the back-office eliminate keying errors and greatly improve data capture accuracy
- Improves customer experience with instant outcome responses to applications.

Interested in finding out more?

✉ Email us at cssenquiries@capita.co.uk

CAPITA

A unique, single-supplier solution

As an integral part of One Revenues and Benefits, the automation functionality will always be up to date and configured to directly correlate with any changes to your core system, so you don't have to worry about disparate suppliers. This ensures your automation capability is risk free, cost-effective and easy to manage, both now and into the future.

How does it work?

As currently happens, customers log into your authority's website to complete an online eClaim or eCiC form.

The automation process constantly scans One Revenues and Benefits' eStore, looking out for claims or changes that meet your pre-configured requirements. When a suitable record is identified, the whole update and assessment process is then managed in the back office: the process creates or updates the claim, completes the assessment and produces any relevant documentation associated to it.

An automatic confirmation can be sent directly to the customer, letting them know the outcome of their application, including relevant online links and signposting to further services or content. All details are also populated and updated within your revenues and benefits system, creating a full audit trail.

Key features

- Full audit trail
- Fully configurable to meet local policies whilst adhering to legislative requirements
- Out of the box, and easy to manage and adapt to your needs as they evolve
- Involves no third-party software - fully integrated and embedded within the core One system, ensuring any updates or changes are applied across the board, eliminating delays, risks, additional costs or integration concerns with system updates
- Additional benefits also available via integration to the One Digital eClaim and eCiC forms.

To save money, improve customer services and transform your benefits service, contact your Capita account manager today, email cssenquiries@capita.co.uk or visit capita-software.co.uk/revsbens