

Warwick District Council

Flexible Working in the Housing Benefit Department



Client

Warwick District Council

Website

www.warwickdc.gov.uk

Location

Warwickshire

Industry

Public Sector

Customer profile

Warwick District Council is located immediately south of the West Midlands. The district has a population of some 126,000 people, with 85% of this number living in urban areas. The council currently employs approximately 575 employees, mostly based at the Riverside House headquarters.

WDC is a member of the Microsoft Shared Learning Group (SLG) which allows other councils to share experiences and help identify how to maximise investments in Microsoft technologies.

Solution and technology

2007 Microsoft Office System
Microsoft Exchange Server 2007
Microsoft Windows Vista
Microsoft Windows Mobile 5.0

"The Shared Learning Group proof of concept system demonstrated how the new Microsoft technology may be delivered to improve the role of the Housing Benefit Officer.

We have now adapted much of the new technology into a pilot system and it is from this that we intend to gain operational experience and subsequently enhance and extend the system. Trinity has fully supported us in gaining experience on how the new system will benefit citizens and staff and in the development and implementation of the pilot system."

Ty Walter, Systems Development Manager, Warwick District Council

Challenge

Warwick District Council (WDC) is always striving to increase efficiency, reduce costs and provide better services to its employees, councillors and citizens.

As a member of the Microsoft SLG, WDC participated in a new workstream to help improve flexible working. This involves demonstrating to councils how new technology solutions would be applied to deliver integrated and highly flexible mobile solutions that could be incorporated into the councils' existing infrastructures.

The council chose the mobile Housing Benefits Officer as a scenario to show how the new technologies could be used to enable flexible working.

Solution

We worked closely with Microsoft and WDC to create a detailed scenario of how the role of the Housing Benefit Officer could be transformed with new technology. The proof of concept solution needed to demonstrate improved process efficiency and personal safety using the 2007 Microsoft Office System, Microsoft Exchange Server 2007, Microsoft Windows Vista and Microsoft Windows Mobile 5.

Many of the features of the 2007 Microsoft Office System help employees work more productively. To support greater workflow and more flexible working practices, Microsoft Office SharePoint Server 2007, Microsoft Exchange Server 2007 were included in the scenario.

Supporting these functions is the Microsoft Windows Vista operating system. Vista has all the advantages of a familiar interface and is more intuitive, allowing people to see what is in folders without opening them. This makes working from a number of different documents and applications on screen a lot easier. Also, the system keeps sensitive client information completely secure.

Integration of these products contributes to a significant increase in the overall value to business users of the technology solution.

Benefits

- Improved safety for employees
- Automated data extraction and reduced data entry
- Employees have more available time to see clients
- Increased number of client visits per day.

The Oaks
Westwood Way
Coventry
CV4 8JB
+44 (0)24 7642 0100
+44 (0)24 7642 0111
www.tesl.com

Microsoft
GOLD CERTIFIED
Partner

Trinity
Expert Systems