

Department for Work and Pensions
London, England
www.dwp.gov.uk

Industry:

Public Sector

Employees:

112,000

Oracle Products & Services:

Siebel eAdvisor
Siebel Public Sector
Siebel eService

Implementor:

Oracle Consulting

“Oracle Consulting has enabled us to enforce performance-driven, citizen-centric government for a complex, multiple-agency project—resulting in improved customer service and increased operational efficiency.”

– Paul Doughty, Project Manager eServices, Department for Work and Pensions

Department for Work and Pensions Improves Citizen Service and Increases Operational Efficiency

The Department of Work and Pensions (DWP) promotes economic opportunity and independence for all persons in the United Kingdom. DWP helps people achieve their potential through employment—enabling them to provide for their families and to save for secure retirement. The organization’s eight agencies aim to end poverty and social exclusion.

Challenges

- Comply with ministerial directives to enable citizens to register for services and claim benefits from all DWP agencies electronically, in line with the Government Gateway initiative
- Simplify cross-agency collaboration and improve client service
- Enhance efficiency by streamlining case management

Solution

- Implemented Oracle’s Siebel Public Sector to deliver responsive, integrated, online service while increasing operational efficiency.
- Worked with Oracle Consulting to create implementation methodology, application development, and prototyping--ensuring a rapid and on-time deployment
- Leveraged Oracle Consulting’s expertise to build complex benefit and data entry rules, and create intelligent, automated workflow routing inside and between different DWP agencies
- Incorporated multiple levels of security to protect the integrity of citizens’ personal data and reduce the potential for benefit fraud
- Provided citizens with online access to services and information with Siebel eAdvisor
- Gained the ability to filter online claims and service requests according to pre-set criteria, such as benefit type and geographic region, and route data to the relevant agencies
- Streamlined eligibility assessment and customer response times
- Ensured a single and consistent view of all customers and the real-time status of their claims with each DWP agency
- Improved client service, resulting in the organization’s nomination as a finalist in the e-Government National Awards 2006 for excellence in citizen-focused online services