

Case Study - Fife Council

Document Management & Workflow Configuration

The Challenge

Fife Council upgraded the Document Management & Workflow system in their Revenues and Benefits Service in 2005; however, while continuing to benefit from using electronic images to assist processing Fife suspected that they were not using the new system to its fullest potential.

Allan Traynor, Manager of Revenues and Benefits noted:

“As an Authority we are always looking for areas where we can improve and, as the Document

Management system is so integral to our processing, we recognised that even small improvements in its use could release big improvements in

Why Destin

Fife Council wanted an independent expert to carry out a high level review of how the system was being used within the Service.

Allan describes why Destin Solutions were asked to carry out the review:

“We chose Destin because their consultants had an impressive track record helping Revenues and Benefits Services implement and optimise the use of Document Management and Workflow.”

The Solution

Duncan Baxter, a Director of Destin Solutions, conducted a three day review and then discussed with management his findings.

Duncan describes the process:

“What clients don’t need is a large shopping list of changes to make without being able to prioritise the work against other competing demands for their time”.

“We look at everything from the processes the system supports, to how users relate to the system and how it is configured in order to give us a complete picture on which to base our recommendations”.

“We then group our recommendations into a series of initiatives where we describe what work is required, the skills needed and quantify the benefit which would be achieved and the effort required. This enables us to work with management to establish an action plan for improvement.”

The Benefits

Allan Traynor is in no doubt about the value of the engagement:

“Destin have shown us to what extent we can improve and what work would be needed to achieve it. It has also provided us with reassurance that, in the main, we are using the system in line with best practice”.

“We now have a clear action plan in place to improve how we use DIP & Workflow. Some of the work we are best placed to carry out ourselves but in other areas some external assistance will help us”.

“It is testimony to our confidence in Destin Solutions’ expertise and the excellent working relationship they have established with me and my team that we have already engaged them to carry out additional work”.