



destin
SOLUTIONS LTD

Company Overview

www.destin.co.uk



COMPANY OVERVIEW

Destin Solutions help Councils and the Debt Collection Agencies working on their behalf, to unlock customer data related to debt. Typically this is held across disparate systems and spread across multiple departments, our products consolidate all information and datasets into a single, secure, hosted web based portal.

Additional customer intelligence is also provided within the portal through external data acquisition. Providing the latest contact information for individuals and firms in debt, our technology improves recovery success rates using bespoke scorecard methodology to deliver extensive management reporting and analytical insights.



PRODUCTS



VISION - PERFORMANCE MANAGEMENT

VISION is a business intelligence application that takes and consolidates information from multiple Councils business systems including revenues, benefits, parking, housing, sundry debt and more. This approach gives Councils unprecedented access to their debt data, providing both a high level managerial summary of the data as well as a low level detailed view of the data. Access to this data ensures Councils are given the detailed information they need on their level of debt to be able to improve performance in this area by refining recovery approaches, processes and identifying trends that may impact future collection capabilities.

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where VISION really stands out is in identifying how the tax base changes over time. If we want to know how much the Council has charged in a specific time frame taking into account discounts, exemptions and new properties, we can quickly and easily obtain this information and use the outputs to interpret how we may expect the tax base to change in future.

Cameron Smith,
Performance and Policy Manager,
Bury Council

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Ascendant Solutions
data management

ASCENDANT - DATA INTELLIGENCE

Ascendant is a sophisticated data platform providing Local Authorities with supplementary data and in-depth information in a number of areas including;

Business Rates - provides ongoing analysis of local businesses and commercial entities and the Directors associated with them to identify their health, wealth and trading status. The service enables Councils to keep on top of business rates collections and proactively tackle instances of fraud and growing debt.

Council Tax - can append existing council data to make sure the most up to date contact information is held on citizens and can help trace individuals who may have left properties with no forwarding details, so that debt can be recovered expeditiously.

Single Person Discounts - existing council data can be taken and cross referenced against a series of credit referencing data and other external checks to identify instances of fraud, error or misrepresentation in SPD claims.

Empty Homes Review - takes a council's empty properties list and checks it against a series of external sources including land registry and property and rental agreements to identify up to date contact information on owners and renters. Access to this information ensures appropriate tax exemptions, reliefs and discounts can be reviewed for accuracy.

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There is nothing else on the market like this offering, it's innovative and we will finally have a solution that pulls many different revenues services together.

Gary Muskett,
Head of Revenues and Benefits,
Central Bedfordshire Council

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FUSION - DEBT REPORTING & ANALYTICS

FUSION is a debt reporting and analytics application that helps Councils manage budgets and forecasting and improves collections performance by identifying where the quick wins are and the largest areas of debt. The base datasets can be supplemented with geographic attributes to provide area specific groupings and assist in identifying trends. It is also a powerful tool for data cleansing using proprietary Fuzzy matching algorithms to identify best data matches, ensuring your recovery teams are given access to the best possible data when collecting debt. Any number of reports can be run to segment customer data in a way that best meets Council objectives.



ENLIGHT - ONLINE PROCEDURE MANUALS

Enlight is a web based procedural manual used by a number of Local Authorities to help administer and deliver council tax, non domestic rates and benefits services more effectively. It enables users to easily access and view all relevant information they require to do their job in one central place and includes the latest policy documents, guidance, procedural documents and the most up to date circulars. It is designed around each Authorities specific needs and includes module specific regulations, web links to useful websites, DWP guidance manuals, local policy documents and site-specific process and procedure documents.

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Ultimately the reports cover every aspect of our Revenues business, data has been unlocked in a way which has never before been possible and data which had previously been bottlenecked now flows freely and is fully accessible.

Julie Smethurst,
Revenues Manager,
Preston and Lancaster Shared Service

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ASPIRE - WORKFLOW APPLICATIONS

Destin Solutions have the capability to develop bespoke workflow solutions designed to minimise time-consuming, repetitive processes that are inherently labour intensive and require a lot of manual input. Aspire can be used for case tracking, issuing alerts and flags to nudge processes onto the next stage, routing cases at key points in a process and facilitating data entry on bespoke forms. Typical applications include property inspection modules, monitoring of staff and optimising and reviewing performance of processes.

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Enlight is a great business continuity tool, all the relevant information is where you need it to be and you are not reliant on any one individual or team for information.

Claire Moses,
Revenue and Benefits Manager,
LiNK

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Using Destin performance monitoring allows staff to spend more time managing performance and driving improvements as the monitoring is all done for them.

Paula Doherty,
Principal Benefit Officer,
Dumfries and Galloway Council

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For more information contact:

 01772 842092

 www.destin.co.uk

 info@destin.co.uk

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