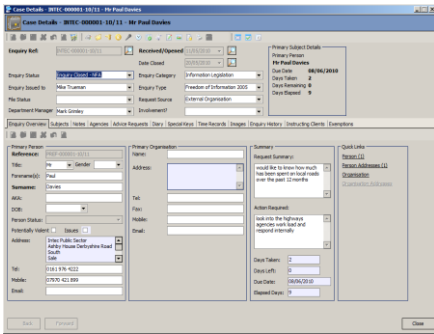




incaseexchange

freedom of information

incaseexchange is a corporate data handling solution designed specifically for public sector organisations.



In 2000, the FoI Act was passed with the main purpose to promote greater openness by public authorities. All incoming requests should be logged and assigned to an officer within the LA. Current legislation states that FoI and EIR requests should be processed in no more than 20 days, with DPA requests given a longer turnaround time of 40 days. InCase is built with future changes in mind, allowing users to configure these timescales should the need arise.

enquiry management

incaseexchange provides an essential aspect of the Information Governance strategy, allowing all requests to be managed under current legislation. Future changes can be easily adhered to without complex or costly changes.

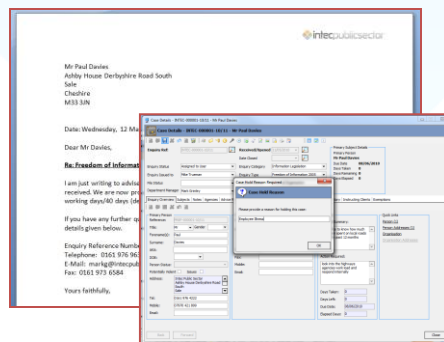


workflow management

The workflow of the system will prompt the necessary actions required within the timeframe of the specific request. Within the system itself there are capabilities to identify any reasons why the status of the request may have changed from when it was first received. This information, along with an overview of the request, is then stored securely within the database for easy access at any stage of the request.

diary & documents

A detailed case diary ensures that assigned officers are notified of upcoming events and outstanding tasks. Documents can be automatically mail-merged, generated automatically and then stored securely against each request. This reduces clerical tasks and maintains the efficiency of storing and retrieving information that would normally have to be located manually.



management alerts

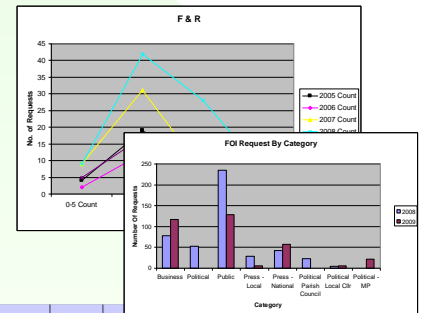
Outstanding and overdue tasks are displayed on the manager's desktop to ensure that important events are completed efficiently.

security

incaseexchange includes powerful security measures to ensure that only authorised access to potentially sensitive information is permitted.

reporting

A comprehensive number of reports and vital statistical information are generated from InCase to highlight performance of how the requests are dealt with.



Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Actual responses within deadline	Responses outside deadline
2008	59%	61%	60%	20%	52%	48%
2007	81%	67%	82%	70%	75%	25%
2006	62%	70%	66%	71%	66%	31%
2005	70%	56%	67%	66%	65%	35%

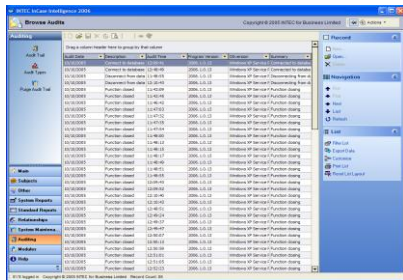
There is a specific report included for 'Statistics Summary' which, at the end of every month, collates all the stats on the requests and translates this to a web page. This is then easily uploaded to your website, allowing the public to clearly see how well the requests are being handled by their local council.

contact the sales team

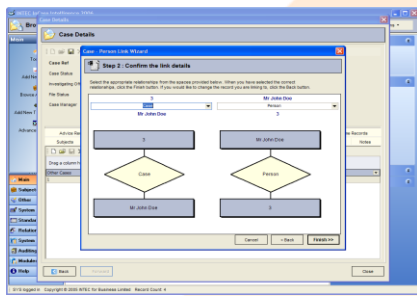
Tel **0845 2248312**
 Fax **0845 2247312**
 E-mail **sales@intecpublicsector.com**
 Web **intecpublicsector.com**

easy-to-use

incaseexchange has a simple and familiar user-interface, designed to reduce training costs and improve productivity.



Links within the application are established graphically, which enables officers to visualise the relationships between people, addresses and organisations.



incaseexchange uses the market leading case management functionality of the 'InCase' brand to give you a guaranteed solution.



InCase is currently used by nearly 100 local authorities throughout the UK.



Ashby House
3 Derbyshire Road South
Sale
Cheshire, M33 3JN

web: www.intecpublicsector.com
tel: 0845 224 8312

key features & benefits

Feature	Benefit
<ul style="list-style-type: none"> Detailed enquiry management system with unlimited notes, links and diary events 	<ul style="list-style-type: none"> Allows all information relating to an enquiry to be stored enabling information to be retrieved quickly and easily, and reduces the possibility of tampering with data.
<ul style="list-style-type: none"> Enquiry-level diary indicating complete, outstanding and overdue tasks with automatic follow-on events 	<ul style="list-style-type: none"> Important tasks are completed on schedule. Built-in workflow tools ensure that basic rules and procedures are followed in sequence. Reduces the likelihood of administrative/procedural errors.
<ul style="list-style-type: none"> Automatic document production and emailing 	<ul style="list-style-type: none"> Enquiry/request information is merged automatically into documents, reducing risk of errors and ensuring integrity of documentary evidence.
<ul style="list-style-type: none"> User-definable fields and drop-down values 	<ul style="list-style-type: none"> The system can be expanded and configured to suit the needs of the organisation. New field values can be created and existing fields can be customised according to individual requirements.
<ul style="list-style-type: none"> Advanced security features, such as auditing and date and time stamped notes 	<ul style="list-style-type: none"> The system ensures that the security and integrity of enquiry / request information is maintained at all times.
<ul style="list-style-type: none"> Detailed time records can be stored against each request 	<ul style="list-style-type: none"> Legislative deadlines can be monitored to show the amount of days taken and number still remaining. This will help dramatically reduce the amount of breaches that occur.
<ul style="list-style-type: none"> Fully customisable report writer enables reports to be created, designed, copied and manipulated 	<ul style="list-style-type: none"> A wealth of management information can be created and analysed quickly and easily. Information can be exported to other formats (e.g. spreadsheet) for detailed assessment.
<ul style="list-style-type: none"> Government required stats can be generated and published on the internet 	<ul style="list-style-type: none"> Every month standard reports can be run from within the software and output direct to HTML. This allows the user to publish results quickly and effectively.
<ul style="list-style-type: none"> Alert system for overdue diary events 	<ul style="list-style-type: none"> Overdue diary events are automatically brought to the attention of the manager to ensure that quality of service is maintained.
<ul style="list-style-type: none"> Cost effective corporate solution 	<ul style="list-style-type: none"> The system can be rolled out across your organisation ensuring all enquiries are handled on one centralised database, with access granted accordingly.
<ul style="list-style-type: none"> Compliant with Data Protection Act and other relevant legislation 	<ul style="list-style-type: none"> The system complies with the DPA and FOI acts, ensuring that information is captured, recorded and presented in the correct manner.

For in depth information about **incaseexchange** and how it will benefit you and your organisation, visit our website @ www.intecpublicsector.com.

Other products in our portfolio:



Benefit Fraud Case Management



Corporate Case Management & Intelligence



eForm & Mobile Working Solutions



Data Profiling, Analysis & Reporting



Risk Assessment & Management



Anti-Social Behaviour Management



Potentially Violent Person Database