

benefit claims

informbenefits is designed to work as a web based benefit claims system or as a dedicated mobile forms solution. Both work to ensure claims are recorded and processed accurately with maximum efficiencies and economy.



online processing

informbenefits helps improve claim processing by allowing the customers to complete their claim from the comfort of their home.

Typically a form can take over 30 minutes to complete, informbenefits automatically saves data at each step of the process so that the customer can return to complete the form.

simple and effective

With the rising costs of IT infrastructure it is important that the solution used by a local authority has maximum economic benefits. INTEC's solution provides:

- Secure hosting (SSL)
- No setup costs
- Familiar layout
- Standard outputs
- Minimal support requirements



portability

informbenefits mobile helps to improve many aspects of the benefits service. Data can be accessed whilst on the move and used to pre-populate review forms. This improves data access and helps provide relevant information to the customer whilst visiting.

- Complete forms on the move
- Take benefits to the claimant
- Improve new claim throughput
- Remove duplication of effort
- Reduce claim errors
- Create new claims whilst away from the office
- Electronic handwriting recognition with digital signatures

well connected

Common interfaces are provided to enable completed forms to be extracted onto hosts systems. This is done quickly and effectively with the form manager.

- Links with other INTEC systems
- Save forms as Microsoft® Word or Adobe® Acrobat™
- Compatible with DIP systems
- Email, Fax and XML based outputs

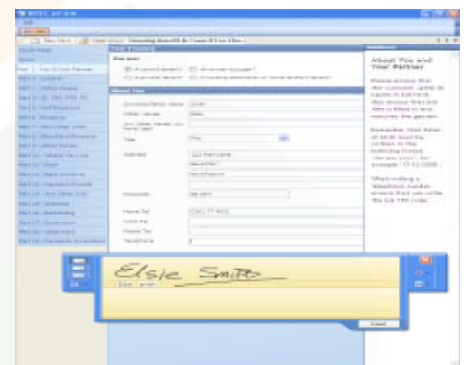
The web form for HCTB1 is designed to be replicated in the mobile PC based system, therefore any completed forms can also be viewed and stored locally. This avoids any compliance and compatibility issues between systems.

designed for:

- Housing Benefits
- Mobile Working
- Processing Performance
- Improved Customer Service
- Interventions & Reviews

security

With both the online database and the mobile storage, all data entered is encrypted and cannot be looked at through any other viewer.



kiosks and service desks

informbenefits can be used within the authority too. Should a customer be waiting to complete a claim whilst in the reception area, there is no reason the claim cannot be started through a kiosk. Once a member of staff is available, they can simply load up the partial claim and complete it together with the customer. This creates improved efficiency and better use of staff and customer time.

contact the sales team

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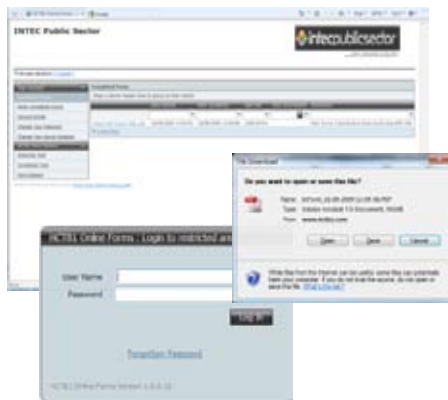
easy-to-use

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



configuration

informbenefits online is always available to customers. INTEC setup a local authority with access and you're ready to go! Simply upload your logo, add some welcome text messages and customers can begin making claims.



customisation

informbenefits has options that allow the authority to amend text that is displayed to the user. This creates a more intuitive system to use.

“
INTEC's InForm system offers tremendous advantages to a council's Benefits Service. By taking an electronic claim form out to the customer, the claim can be captured and processed faster and more accurately, ultimately leading to improved customer service, and increased performance.”

Pat Doherty, CPFA IRRV
PKD Consultancy Limited



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key features & benefits

Feature	Benefit
Flexible options and mobility	Because InForm is two distinct product types, customers can complete their forms online or local authority staff can visit and assist with the claim in the home.
Form validation	The intelligent entry of data and system rules ensure that the customer enters data correctly and in turn the claim can be processed efficiently.
Online statistics	InForm Benefits online stores the time the new claim entry was started, the time of last save and the time it was submitted, providing valuable performance information to the authority.
Secure hosting	All systems are held off site at secure hosted locations. SSL certification ensures that data is transported in an encrypted format. Add this to the already encrypted data storage and you have two layers of security.
Save and return	The ability to begin completing a form and returning later means that customers feel more able to make a claim effectively with all information entered correctly.
Email notification and reference	Whilst forms are being completed online, an email is sent to the customer with a simple link to allow return to the form and completion later. Upon completion, a 'receipt' email is sent to the customer advising of the next stages based on text entered by the authority. For customers without email, a reference is displayed for identification.
Easy access	A single web link is provided for the customer to access a new claim from the local authority web site.
Exports to MS Word®, Adobe® Acrobat™ and XML	Completed forms can be output in several formats to allow for easy viewing, transfer of files and storage against other core systems.
Compare and complete forms	Similar forms such as Change of Circumstance or 6 Month Review can be compared side by side. Data from previous claims can be shown alongside new information to compare if changes are apparent.
Intuitive help	InForm Benefits mobile shows a field sensitive help text panel that can be updated easily to show any additional information regarding the input.
More forms...	Due to the generic features included, additional forms can be created for any purpose. InForm Benefits mobile already has standard and customised HCTB1, Change of Circumstances and Change of Address forms.

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

Other products in our portfolio:

-  incaseintelligence Corporate Case Management
-  insearchintelligence Data Profiling, Mining, Analysis & Reporting
-  incheckprotector Potentially Violent Person Database
-  incasebenefits Benefit Fraud Case Management
-  voicejunction Automated Voice Broadcasting & SMS
-  incaseasbo Anti-Social Behaviour Case Management