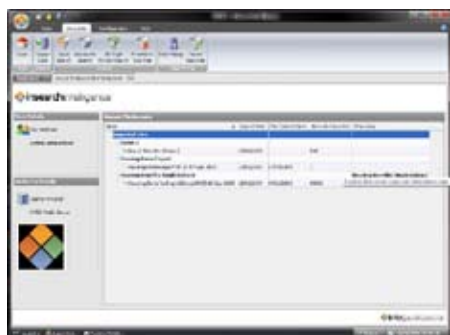


## complete profiling solution

insearchintelligence is the latest enhancement of the *InSearch* brand. It combines the proven functionality of the existing system with a corporate data mining solution aimed at meeting the demand for proactive searches.



## power & performance

insearchintelligence gives you the tools you need to cover a variety of tasks within your benefits team.

- Data mapping and mobile working
- New claims and verifications
- Risk group analysis
- Take-up and data cleansing
- Proactive fraud drives

insearchintelligence meets the needs of managers, front-line and back-office staff in a single integrated solution.

## housing benefits

insearchintelligence includes an interface to all housing benefits databases, making setup and use straightforward.



## profiling tools

insearchintelligence contains powerful search profiles that enable customer groups to be identified quickly and effectively.

- Rent allowance not paid to landlord
- High rents (by value)
- Claimants in receipt of JSA
- Working age six month review
- Pensioner six month review
- Incorrect claim information
- Risk group sorting
- Post code filtering and selection
- Pension tax credits

## data mining

insearchintelligence has advanced file handling functionality that allows the import of text based files from any source within your organisation. This new 'profile' is then stored to allow future data extracts to be imported.

Data mining searches can be carried out across multiple departments to identify potential matches across your whole service. For example, those claiming benefits as a single person whilst declaring a partner on the council tax database, can be matched.

## interrogation

The powerful customer query builder enables the creation of bespoke searches, matching housing benefit claims, and identification of customers that fit a specified criteria. This enables production of more targeted results.

designed for:

- Revenues & Benefits
- Verifications Teams
- Corporate Fraud
- Benefit Fraud
- Debtor Tracing

## search building

insearchintelligence gives you the tools you need to carry out advanced proactive searches across numerous data sources. These could include:

- Specified field searches  
*(for example, find the same NiNo in numerous databases)*
- Generic text searches  
*(for example, find all records that contain the word 'smith')*



## data mapping

Powerful mapping capabilities allow for visualisation of trends, planning of customer visits and territory creation. All this information is filtered and displayed automatically to reduce time and improve efficiency.

## contact the sales team

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## verification

insearchintelligence gives you the capability to conduct claim verifications in accordance with performance targets. Data profiles and plans can be generated, exported and used in conjunction with other systems. Automated document generation from claims ensure huge savings on time taken for verifications.

## risk planning

Linking with INTEC's incase, inform and incontrol systems means that you can plan your risk assessment by analysing trends between your fraud and benefits data. By extracting fraud information from incase, reviews of previous statistics can be carried out.

## referrals

insearchintelligence can automatically refer chosen claims to incontrolrisks for risk assessment. 'Accepted' cases can then be passed directly to incase to ensure fluent fraud investigations are created, quickly and effectively.

## smooth processing

Integration with INTEC's inform mobile working solution allows for benefit claims to be reviewed effectively.



“  
*Insearch is used to manage the workload on all three teams, from opening new cases on mass or single referrals to carrying out proactive fraud drives within my LA. Successful searches I have used are 'High Rent' claimants and 'New claims single parents'*

*With the new features introduced to this software InSearch will become invaluable in meeting the new PM10 measures outlined by the DWP. In short INTEC's software provides you with an answer to today's working requirements.* ”

Andrew Unsworth  
Senior Investigating Officer  
Middlesbrough Council



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# key features & benefits

Feature	Benefit
Powerful proactive investigation and profiling system	Enables benefits, verifications and fraud teams to rapidly interrogate claim data, matching customers against customer profiles such as '6m reviews' and 'high risk'.
Compatible with all housing benefits data	Detailed information about each claim is available for display and analysis on-screen. Extremely powerful profiles can be created to find and target the most elusive customer groups.
Data mining and matching	Advanced file handling allows matching of generic formats with each other or with standard benefits data. Results can be mined further to give more specific targeted outputs.
Mapping and data export	insearchintelligence includes powerful mapping capabilities, allowing you to visualise trends, plan customer visits, create territories and plan routes.
Built-in reports, searches and profiles	The system is ready to use as soon as it is installed. The built-in profiles have been designed with benefits and fraud officers and have been tested and proven to identify specific customer groups to provide analysis and assistance with investigations.
Extremely fast search engine	The system can profile even the largest housing benefit database very quickly, saving time and money. Time saved can be used for more purposes.
Intervention management	insearchintelligence gives you the capability to conduct interventions in accordance with performance targets. Combined with INTEC's informbenefits software, a complete mobile working solution is available.
Target known risk and high priority customer groups	Enables the benefits teams to manage customers ensuring maximum return and efficiency.
Data can be exported to a number of powerful formats	insearchintelligence can maintain a snapshot of the live housing benefits data and allow export to other standard file formats. This enables visiting officers to take a copy of the database on their laptop during a customer visit. This is ideal for such functions as verification checks.
Product integration	insearchintelligence is a pivotal system within the INTEC products allowing for data to be gathered, assessed and passed for investigation within the incase and inform case management and forms processing systems.
Strategic Risk Planning	Allows risk planning to be carried out with the use of built-in wizards that allow current versus historic claims to be analysed and risk categories to be ascertained and prioritised.
Exports to Microsoft Office®	Links to Microsoft Excel® ensure that data can be extracted from the database for further analysis. The mail merge facility built into Microsoft Word® gives you the ability to contact large numbers of customers in one exercise. Mass mail-merging can be initiated at the click of a button.

For in depth information about insearchintelligence and how it will benefit you and your organisation, visit our website at [www.intecpublicsector.com](http://www.intecpublicsector.com)

### Other products in our portfolio:

- incaseintelligence Corporate Case Management
- informbenefits Online claims and mobile working solution
- incasebenefits Benefit Fraud Case Management
- incheckprotector Potentially Violent Person Database
- voicejunction Automated Voice Broadcasting & SMS
- incaseasbo Anti-Social Behaviour Case Management