

CASE STUDY:

Joining Whitehall and Townhall: LogasNet and the ODPM



Office of the
Deputy Prime Minister

Creating sustainable communities

The Picture

The Office of the Deputy Prime Minister (ODPM) impacts upon almost every aspect of our lives. One of its key policy areas is housing, and housing grants. In 2002, the ODPM chose Xansa's EAS practice to design and implement a new system for managing the provision of housing grant funds to local authorities – a complex process that makes intensive use of resources.

ODPM was seeking tangible business process improvements, and required service delivery during the project to be uninterrupted.

The main challenge we faced was to provide a system that met national eGovernment demands for security, functional simplicity and cost and resource efficiency, while driving important productivity and usability benefits for both central and local government.

We selected LogasNet as the solution's underlying technology; this is a web-based system for managing grants over their entire lifecycle from definition through to payment.

At the project's peak, over 30 Xansa personnel were involved in designing and building the solution, based on a load-balanced server farm model.

This approach ensures high availability and resilience, and enables scalability that places no limits on future growth. This was one of the programme's critical elements because ODPM wished to accelerate Return on Investment by

extending the use of the solution into other business areas.

Xansa View

This was a technically complex programme of change that we successfully completed on time, within budget and without any disruption in service.

The ODPM started to experience benefits almost immediately – among other gains, they rapidly recorded grants management efficiency improvements of between 100 and 300%.

Wider process improvements have also improved usability and customer satisfaction.

The solution successfully satisfies all e-government and WAI accessibility guidelines. And we're delighted that the ODPM has now decided to make LogasNet a strategic product for the management of other grant organisations. We are now to undertake the enhancements that will make it more generic.

Client View

This was the first project to use the Government Gateway for 'government-to-government' transactions, providing a direct interface to ODPM's SAP-based payment gateway.

Feedback from local authorities is very good, with LogasNet receiving excellent reviews from users.

“From development through to the go-live, Xansa has demonstrated a good understanding of our requirements and a partnership approach. We achieved the result to fixed timescales and to budget without compromising innovation.”

John Apps, Project Director, LogasNet

Key Achievements

- Process improvements – efficiency increases between 100 and 300% in the grants management process, covering applications and audit
- Enhanced scalability – the generic design enables a flexible, scalable foundation for processing other forms of government grant
- Performance improvements – users are seeing application turnaround times fall from two weeks to one hour
- Improved functionality – new features, including a FAQ section, are enabling local authorities to reduce processing times, track progress and communicate directly with ODPM online
- Resourcing efficiencies – application forms may be processed simultaneously by multiple online users

Scope

For ODPM, Xansa delivers:

- Situation and assessment design
- System build
- Programme and project management
- Architecture and design

- Data management
- Transition management (testing and training)
- Ongoing technical support and maintenance

Processes and Functionality

- Defining grants, forms, data collection schedules, claims approval processing, payment rules and schedules
- Recording communication histories
- Issuing logs and announcements
- Secure web framework for users, roles, menu items and access controls
- Online form-based grant applications

This was an excellent example of our ability to deliver technically complex programmes that vastly improve client productivity. We're particularly pleased with the collaborative approach that was taken, involving all stakeholders from the start, through the pilot and throughout comprehensive multi-site training.