

Diona Uploads Solution Assists Residents of The States of Guernsey get the Help They Need

Case Study: The Committee for Employment & Social Security States of Guernsey

DIONA

Executive Summary

The States of Guernsey, through the Committee for Employment & Social Security (ESS) ensures individuals and families are supported through social protection schemes relating to pensions, contributory and non-contributory benefits, social housing, employment, re-employment and labour market legislation. While ESS provides essential assistance across the full lifetime of resident islanders, migrant workers, and pensioners overseas, the process of administering these benefits in some areas was largely manual, paper-based, and time-consuming for both clients and staff.

The States of Guernsey on behalf of ESS commissioned Diona to implement Diona Uploads to work as a system of engagement between Income Support clients and the agency to digitally transform operations. With a 12-week implementation and a very positive uptake by clients in excess of 80%, as of February 2019 the following key benefits have been achieved so far:

- Digital transformation of a key function of the Income Support process
- 80% reduction in office footfall
- Productivity gains as office staff no longer have to photocopy, scan, and manually store documentation provided by clients
- An efficiency saving through a reduction in staff through the transition to the digital solution
- Reallocation of some frontline resource from largely a paper-based process to more outcome-focused roles
- 24/7 availability of the ESS service
- Reduced travel time and costs for clients as they no longer need to travel to the office
- 4.8 rating in the app stores, signaling strong adoption by clients and a better relationship between clients and the office

The Challenge

The Committee for Employment & Social Security prides itself on being person-centric. While striving to provide personalised services to clients, excessive footfall from clients looking for benefit information meant workers time was consumed with paper processes and administrative tasks as opposed to focusing on better services and more successful outcomes. And clients were being burdened with trips to the department offices.

Manual processes ensured a number of department staff were primarily focused on meeting clients in the office and helping process benefit documentation. This involved photocopying, scanning and filing, and working with the back-office team to capture this information accurately, followed by manually associating it with the legacy backend system case record and ensuring all cases were up-to-date. Along with these administrative tasks carried out by workers, clients were also frustrated by the need to travel to an office on a weekly basis to submit paperwork such as physical copies of wage slips, bank statements, childminding costs and other expenses in order to be compliant with their benefit policy. Clients often had to take time off work and incur travel costs to ensure benefit claims were received. The department knew something needed to change.





Within 12 weeks we had a solution fully integrated with our benefit processing system which allows our customers to interact with us by providing necessary information without the need to physically attend an office. The solution has been well received by our customers and it has allowed us to take advantage of an efficiency saving and re-direct some staff time to the more value-added services by focusing on securing successful outcomes for our customers.”

Colin Vaudin,
Government Chief Information Officer States of Guernsey

The Solution

The Committee for Employment & Social Security needed a trusted partner with experience in delivering solutions for clients in the social security domain and integrating with legacy backend systems. The department selected Diona Uploads, an enterprise software solution, that allows clients to interact directly with the department and upload documentation without the need to travel to a department office. Diona Uploads is a commercial-off-the-shelf solution that removes the requirement for clients to travel to an office and provides a faster and more effective way to deliver essential information and keep agency processes moving along. Diona Uploads also improves client satisfaction by giving them more options and freedom in how they engage with ESS.



Documentation easily processed



Reduced office visits



24 / 7 access



Secure



Reduced employee administration



4.8 rating in app store

How It Works

Diona Uploads allows clients in receipt of Income Support to engage with the department using mobile devices. The solution is available for download from the Android and Apple iOS mobile application stores and works on all smart devices.

Once downloaded, a user identifies themselves using their name and social security number and then selects the document type(s) they wish to upload. The information received by the department is automatically integrated with the benefit processing system, allowing the benefit entitlement to be processed accurately. Information sent to the backend system is protected in transit through robust encryption, keeping client information secure and far safer than paper documents in a folder. The client is notified of the successful upload and may upload additional evidence, if necessary.

About Diona

Diona provides innovative systems of engagement solutions to government Health and Human Services, Social Care, and Social Security agencies and NGOs around the world. Diona’s family of social program engagement solutions, turn mobile devices—such as smartphones and tablets—into tools to achieve better business and social outcomes by helping agencies serve people more effectively, while improving how their employees work and collaborate. Diona solutions extend organizational systems of record and deliver real-time data directly into the field for clients and workers. Diona solutions are secure, robust, scalable, and reliable and feature flexible cloud-based or on-premise deployment options. With deep domain expertise and a user-centered design philosophy, Diona delivers digital solutions that help government agencies and NGOs solve real-world problems for their clients and employees.

**Experience The Diona Difference for yourself.
Contact us today.**

Website
www.diona.com

Email
info@diona.com

Phone
+44 1244646015