

CAPITA

LOCAL GOVERNMENT SERVICES

Systems support that won't let you down

At Capita Local Government Services we provide unrivalled revenues and benefits systems support to local authorities wanting the expertise and assistance of a market leader. Our extensive knowledge and experience in administering council tax, benefits and national non-domestic rates systems means that we can provide a straightforward technical support solution tailored to suit your needs and help you meet your objectives.



We understand that systems administration plays an integral role in the functioning of revenues and benefits departments, which is why the tailored systems support and consultancy we offer enables you to concentrate on the day-to-day management of your operation – content in the knowledge that your systems are dependable and well managed.

Customised support solutions for enhanced service delivery

Capita LGS' systems support and consultancy covers core revenues and benefits applications and document imaging systems – including **Northgate**, **Academy** and **Information@Work (Anite)** – and can be provided either as part of a long-term arrangement or on an ad-hoc basis, to assist with:

Annual billing

- Individual project plans
- 24-hour shift pattern over weekends and busy periods (where appropriate) in order to minimise loss of system availability
- Full test run to verify template, parameter and data integrity, and reconciliation
- Full reconciliation of charges raised.

Subsidy

- Final claim completion
- Full Academy reconciliation
- Audit support
- Optional initial and mid-year returns.

SQL report writing and queries

- Production of SQL data extracts for Academy, Northgate and Information@Work
- QBF and SQL data correction.

Batch processing

- Production and management of batch schedules
- Daily set-up of batch queues
- Out-of-hours support to minimise downtime.

Systems reconciliation and government returns

- Daily systems reconciliations
- Monthly collection statements and monitoring reports NNDR1, QRC, CTB1.

The benefits of working with a trusted partner

In 2010 Capita LGS successfully completed annual billing for over 18 local authorities, producing over 1.6 million bills with a net value of £4.1 billion in council tax and NNDR revenue. Clients that use our systems support and consultancy enjoy the following benefits:

- Improved system reliability and resilience
- A dedicated Project Manager
- Access to technical systems experts with the business acumen enabling them to apply, and relate to, revenues and benefits issues in a technical environment
- Use of a pool of support resources with the skills and expertise to easily manage the more complex data systems in place
- Maximised availability of key business systems
- Access to a central support team that is available from 7am to midnight, and which moves to a 24-hour shift pattern during busier periods
- Potential cost savings.

For more information on Capita LGS' system support and consultancy contact:

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To find out more about Capita LGS visit
www.capita-lgs.co.uk.

