



Microsoft Dynamics Customer Solution Case Study



Customer: The Department for Children, Schools and Families (DCSF)

Web Site: www.dcsf.gov.uk

Number of Employees: 100–5,000

Country or Region: United Kingdom

Industry: Government

Partner: Capgemini

Customer Profile

The Department for Children, Schools and Families (DCSF) leads the work across government to ensure the education, safety, and well being of children, young persons and vulnerable adults.

Software and Services

- Microsoft Dynamics
 - Microsoft Dynamics CRM version 3.0
- Microsoft Server Product Portfolio
 - Microsoft SQL Server Reporting Services
 - Windows Server 2003
- Technologies
 - Microsoft .NET Framework

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www.microsoft.com/resources/casestudies

Government Department Helps Ensure Safety of Vulnerable Groups with Case Load System

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DCSF Project Manager

The United Kingdom Department for Children, Schools and Families (DCSF) works across government to ensure the education and safety of children, young persons, and vulnerable adults. DCSF wanted to merge three separate IT systems—for vetting and barring individuals who work with children and vulnerable adults—into a single integrated solution. Microsoft® Gold Certified Partner Capgemini delivered a cost-effective casework management system using Microsoft Dynamics™ CRM, providing DCSF staff with a single view of cases.

Business Needs

DCSF is the government department responsible for vetting and barring those working with children, young people, and vulnerable adults, on behalf of the Department of Health. There are currently three barring schemes:

- List 99 deals with people who are working in the schools and education sector.
- The Protection of Children Act scheme covers other regulated child care organisations and the voluntary sector.
- The Protection of Vulnerable Adults Scheme covers adult care settings.

Referrals are received from employers as well as from the police.

In 2006, the DCSF decided to review its processes and unite these three schemes—which had until then run on separate IT environments—on a single IT system to achieve a more streamlined and efficient operation by investing in a flexible and affordable new solution. Safeguarding Children caseworkers undertake the important work of gathering information on the cases. The DCSF needs complete reliability, consistency, and accuracy in case management. The Head of the DCSF

Business Unit says: "This new system was a real opportunity for us, and I needed to ensure we chose the right solution, which would add value to our business and support the way we worked to get the job done. We decided on Microsoft Dynamics CRM because we needed a system that could support complex processes and increasing workloads. Staff throughout the organisation contributed enthusiastically to its design and development, and this helped us get the best out of the new technology."

The new system, which went live in April 2007, manages the entire vetting and barring process—from referral to investigation. This system is now also supporting the work of the Independent Safeguarding Authority (ISA), which has begun to advise the Secretaries of State for DCSF and Health on new cases arising under the current schemes. It will continue to perform this function until October 2009 when the current schemes cease and the new ISA scheme will "go live."

Solution

Microsoft Gold Certified Partner Capgemini delivered a successful complex casework management system using Microsoft Dynamics CRM. It provides the Safeguarding Children Operations Division with a single view of cases and contacts and automates work previously undertaken separately by information workers in each system. The operating environment is Windows Server® 2003 Service Pack 1 and Microsoft Exchange Server 2003 communication and collaboration server.

The solution uses the service module within Microsoft Dynamics CRM to provide the core case management and list production features, while the Microsoft SQL Server® Reporting Services capability in Microsoft

Dynamics CRM generates key case management reports. In addition to customising the out-of-the-box relationship management system, some unique customisation was required using the Microsoft .NET Framework for field-level auditing, alias generation, referral search, and the approval process. Field-level auditing, for example, establishes where a value has been changed, by which users, when, and from what previous value.

The Capgemini Project Manager says: "Capgemini also integrated Microsoft Dynamics CRM with third-party products as required, including add-ons such as the 'mail merge' product, quick address for postcode searches, and software to encrypt information supplied to third parties to meet DCSF needs."

Once the business case was accepted within the DCSF and a successful feasibility study had been completed, the development and implementation of the system was progressed at pace. The DCSF Project Manager says: "Data migration to Microsoft Dynamics CRM was a seamless process and has involved tight integration with other systems. User reaction from the teams has been highly positive. The interface has a similar look and feel to other Microsoft products, which makes it familiar and user friendly for our staff."

Benefits

The DCSF deployment showed that Microsoft Dynamics CRM is an affordable and scalable system for complex casework management involving highly sensitive information. Senior managers can now more readily access casework and assess progress. When caseworkers log on to Microsoft Dynamics CRM, they have all the information they need

in front of them. Information is easier to find, which has helped to make efficiency gains and an improved service.

- Improved management of relationships with internal and external customers.
- Compliance with government directives to rationalise and improve systems and business processes relating to child protection.
- Better and more flexible information sharing and collaboration across DCSF and with other relevant non-departmental stakeholders.
- More efficient working through single integrated system, instead of three different processes.
- Low total cost of ownership even after replacing the previously used systems that were reaching the end of their lives.
- Lower cost of change with a highly familiar interface for staff similar in look and feel to the Microsoft Office system.
- More effective use of the existing investment by the DCSF in the Microsoft operating environment.
- Capable of future development supportive of the evolving work and changing ownership within central government of customer services.