CAPITA

Integrated business solutions

Solutions for Business Process Automation

Automating critical business processes helps modern organisations to save time and resources, and to gain a competitive edge. Capita Integrated business solutions (Capita) works with clients to develop solutions that streamline their processes and improve the quality of their organisational governance at the same time.

Save time, effort and cost

Most organisations today are looking for ways to improve efficiency and reduce costs. But many companies still depend on manual or paper based processes to run their operations. Although these have performed well over the years, there's no doubt that they are time consuming (and resource hungry) to operate as well as being inefficient and prone to 'human' error. That's why more and more business leaders are taking the decision to automate their key business processes and transform their operations so they can compete more effectively in today's complex market environment.

Specialist business process automation services delivered by experts

We provide a broad range of specialist software solutions that automate key business processes across the entire organisation. Our services include analysis, design, development, project management and implementation as well as training and support. Our team of highly experienced business and technical consultant staff deliver all our services and ensure that you receive the highest quality result from the beginning of the project to sign off. Our solutions run alongside our established Integra finance and procurement modules but will also work independently; so all organisations can take advantage of our advanced automation solutions.

On-premises or cloud based

Our automated business process solutions are available either on-site at your premises or as a cloud based solution so no matter the size and shape of your organisation, we have a solution to meet your requirements.

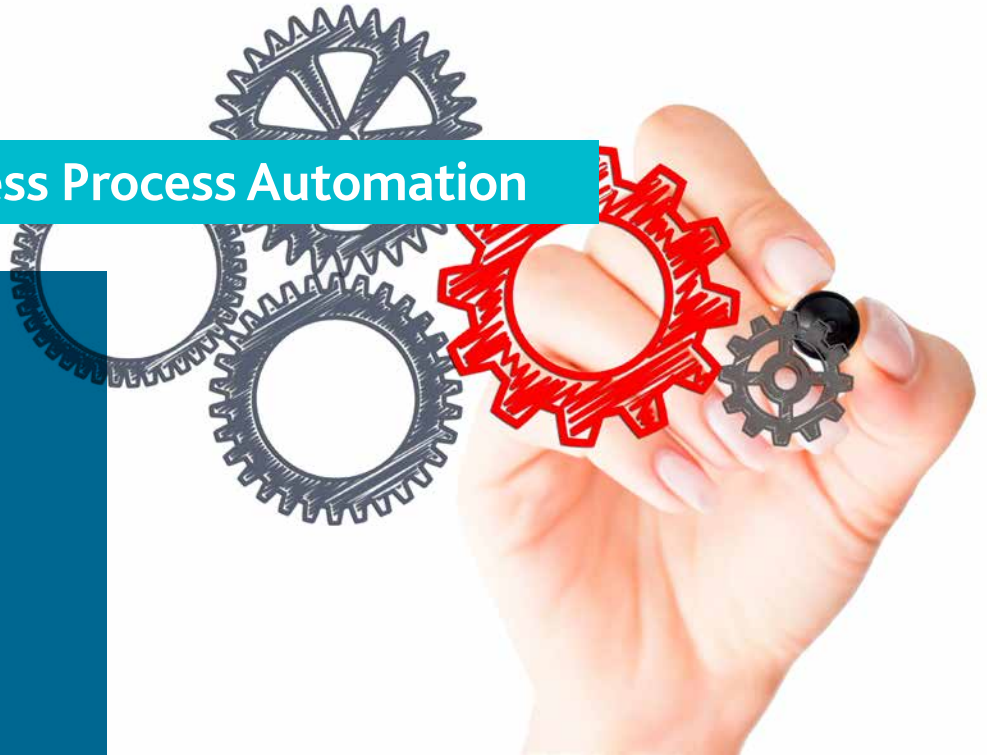## Automated, secure solutions with advanced functionality

We integrate and 're-use' your existing systems into a new automated solution to ensure that any previous investment is protected. We are expert at systems integration and adept at ensuring that legacy databases work harmoniously together. Our robust solutions framework offers significant functionality including user login, customisable home pages, alerts, document management, integration, all with high levels of security built-in which work seamlessly with a variety of standard internet browsers and devices. Our advanced Business Intelligence function also ensures you can report on and analyse your data when, where and how you need it.

Low risk, flexible and future proofed

We offer fixed price contracts or we can work on a more flexible basis, depending on your priorities and budgets. Our software maintenance agreements protect your investment by ensuring on-going compatibility with new technologies – for example, new browser types, so you can be confident you will always be up to date and fully operational.

Proven approach from a trusted partner

We work in partnership with our customers to provide full concepts and prototypes before the final solution is developed so you always know what to expect. We have worked with leading organisations across a broad range of sectors over the last few years to develop software solutions that deliver business process automation excellence.

Our projects

There are numerous instances of our specialist project work. Here are a few examples:

Work and business management and scheduling for a leading property surveying business

We developed a comprehensive end-to-end CRM system, which ensures opportunities are quickly captured and followed up. Our system enables enhanced work force efficiency, quicker invoicing and real time insight into key business activities from initial enquiry through to order completion.

Absence management for NHS organisations

Our system empowers employees and managers to accurately record a variety of absence types and sub-types. Our software keeps key people informed of absence and subsequent return to work dates, ensuring HR and payroll is kept informed and aware at all times.

eForms for NHS and local authority organisations

Our solution allows 'power users' to produce and track the status of dynamic electronic HR and business electronic forms. These replace paper-intensive processes, resulting in greater efficiency and control.

Self-service expenses and time recording for a leading shared service provider company

Our solution allows employees and managers working in a shared services environment to process expenses and time claims quickly and efficiently.

Contract management for a healthcare provider

Our comprehensive solution provides immediate, secure access to all contract information and enables users to quickly identify any inappropriate or potentially fraudulent behaviour, thereby reducing risk. The scalable online facilities enable the speedy set up and amendment of both new and service contracts. It also allows users to make quickly payments for work undertaken against contracts and enables effective performance monitoring and charge collection.

Grant application systems for the Public Sector including a central government department

We provide public sector organisations with highly scalable 24/7 web solutions to manage grant application processes. Our software delivers a personalised service for applicants and matches needs with sources of funding. It manages all interactions to ensure improved governance and transparency across all activity.

Self-service Web portals for applications and licence requests on behalf of several local and central government organisations

Our self-service web systems help local and central government reach out to citizens wherever, whenever and however they require. Our solutions facilitate applications; manage foreign birth and marriage registrations and other consular activities whilst allowing citizens to create 'cases' (for example, regarding infringements of rights). Our portals also help citizens and businesses apply and pay for a variety of licences.

About Capita Integrated business solutions

Capita Integrated business solutions provides world-class financial management software, e-procurement and bespoke solutions to service centric organisations, helping them to realise strategic cost savings and modernisation objectives. Today over 400 clients use our innovative solutions to increase their operational performance.

Learn more at **www.capita-ibs.co.uk**

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