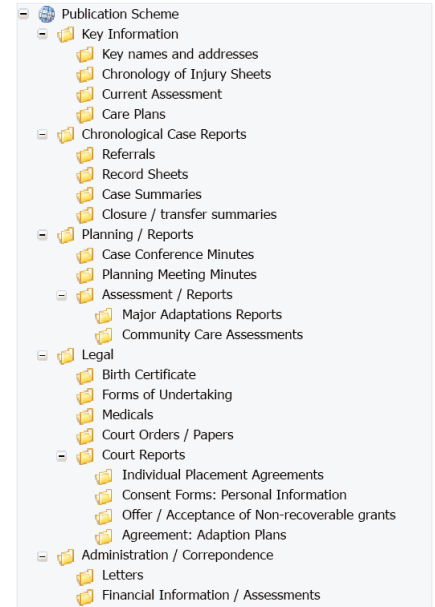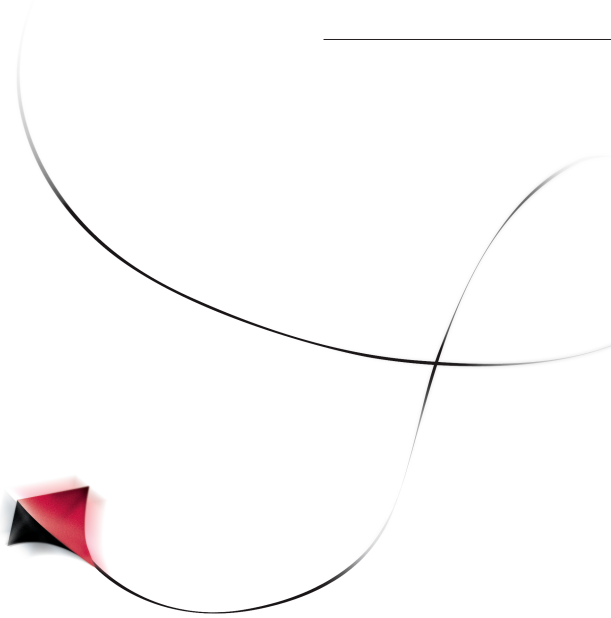# CASE STUDY: LEICESTERSHIRE COUNTY COUNCIL

ADVANCED SEARCH CAPABILITIES

The Client

From October 2005 Leicestershire County Council (LCC), along with the other 149 Councils with Social Service Responsibilities (CSSR) must meet new government guidelines relating to social care records stored in Client Index Systems (CIS).

LCC saw the benefit in embracing the opportunities afforded by the Electronic Social Care Records (eSCR) challenge to improve service delivery and support practitioners.

Being a '3 star' social services department, coupled with an 'excellent' authority rating from the Audit Commission, LCC was already planning its corporate records management strategy prior to the release of the eSCR guidelines. Rather than pursuing a 'point solution' add-on to their existing CIS, they went out to tender for an enterprise solution that satisfied their immediate eSCR data management requirements, as well as fitting in with the longer term council-wide information management strategy.

The Challenge

Typically existing CIS installations only store structured data. The new eSCR guidelines require that CSSR's develop an Electronic Case File that might also store unstructured data such as scanned images, emails, paper and electronic documents and video and audio recordings. Therefore the new solution must closely integrate with the existing LCC CIS running on an Oracle platform; furthermore it must also achieve this with minimal invasive development.

So how did Diagonal Solutions help LCC retain their existing investment in software, training and people skills, whilst meeting the October 2005 target for creation of new records in a CIS that meets the eSCR functionality guidelines?

The Solution

LCC identified that the new solution must handle structured and unstructured data, as well as e-forms based data collection. The existing CIS met the requirements for the management of structured and coded data, by integrating this with the Wisdom® Product Suite for the full lifecycle management of all types of unstructured data, social work practitioners can access both data types through existing CIS screens.

A further requirement was for electronic forms based data collection that might be entered on devices such as personal computers, PDA's and Tablet PCs. AchieveForms met this requirement and is being integrated with both the CIS and Wisdom to provide this capability.

By utilising web services to integrate the CIS, Wisdom and AchieveForms, LCC have a solution platform that meets all the eSCR guidelines. An example of this integration is that when a new service user is entered into the CIS, the required electronic

case file folder structure is automatically created within the Wisdom file plan.

Because of the way the integration is being implemented LCC users can continue using a familiar interface, with all the document and record management taking place in the background. This approach minimises training and change management requirements.

A further advantage of this approach is that it allows secure remote access to electronic case files from any council location, as well as enabling mobile offline working using Tablet PCs. An example of this might be downloading blank or partially completed electronic forms and filling them in off-site, then automatically synchronising the data when reconnecting to the council network.

The Future
All public and private sector organisations are facing increasing pressure from both government and regulatory authorities concerning information governance and legislative compliance requirements.

At LCC Diagonal Solutions are initially implementing Wisdom and integrating it with the LCC CIS to meet the eSCR guidelines. Initially supporting around 1,500 users in over 100 locations county-wide, eventually it is planned for Wisdom to be implemented as the corporate solution providing document and records services for over 5,000 users throughout the authority.

By taking a holistic approach to their corporate information management requirements, LCC have met their existing document and records management needs as well as putting into place a solution platform that can be expanded to cope with any future needs as well.
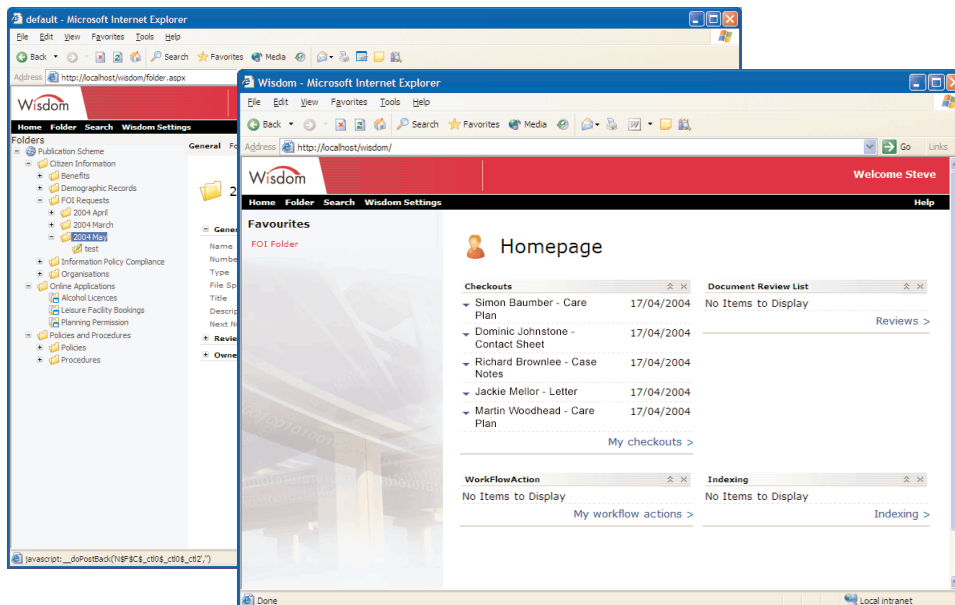
About Diagonal Solutions

Diagonal Solutions is a supplier of Enterprise Content Management (ECM) solutions that are underpinned by Microsoft Office and the Microsoft Windows Server System™. We have been delivering end-to-end information solutions for over two decades, meaning we have the experience to offer much more than just the technology.

The Wisdom Product Suite, consisting of Wisdom Document Record Management (DRM), Wisdom Workflow and Wisdom Imaging, becomes a comprehensive collaboration platform when deployed within Microsoft SharePoint Portal Server.

Wisdom and these underpinning Microsoft technologies can be used to securely manage all of an organisation's information assets – be they electronic or paper based – thereby providing a framework for the delivery of true Enterprise Content Management.

Using a Wisdom based solution for active Information Management enables compliance with the legislative requirements specific to your organisation and more importantly, the delivery of efficiency savings through the compound, hybrid management of documents and records, physical evidence and external information.

Through this approach, Wisdom facilitates the rapid response to external opportunities and threats and enables an organisation to face new challenges on top of their traditional regulatory burdens.

THE WISDOM USER INTERFACE