



# Case Study: Havant Borough Council



## What our client said

*“The success of the project is as much about the partnership with Kainos as the technology itself. We have relied heavily on Kainos’s depth of document and records management technology expertise and experience.”*

Ross Morley,  
Programme Manager,  
Havant BC

## The Challenge

As many other organisations, both public and private, Havant Borough Council had reached a crossroads in its endeavours to manage information and serve the public effectively and efficiently. Specifically, it needed to be able to handle Freedom of Information (FOI) requests more speedily, and respond to the government agenda to make councils more efficient, information more visible, staff more productive, and their use of resources (including paper, and office space) more frugal.

Havant needed to find the most cost-effective and least disruptive way of capturing, managing and sharing this content electronically, while ensuring that sensitive content remained highly secure. The resulting solution needed to enable faster, easier access to required information, regardless of location; easier backup and protection of important material; and a substantial reduction in both the use of printed paper and the vast physical filing cabinets and associated storage rooms.

It was important, however, that the resulting solution did not cost the earth, and was not so complex that it would hamper staff as they went about their work. The Council knew, too, that it would be unrealistic to expect staff to completely abandon paper overnight, so it needed a pragmatic, migratory approach to an electronic platform.

## The Solution

Havant engaged Kainos to implement an optimised, integrated content management platform. This largely computerised environment would meet the Council’s numerous targets concerning the secure handling of private information, greener working practices, and enhanced customer responsiveness, yet without demanding a wholesale rejection of paper.

Core to the solution is an electronic document & records management system (EDRMS) from Autonomy Records Management, integrated with a data capture solution from Kofax and a workflow system from K2.

## The Benefits

Tangible benefits have emerged rapidly with each stage of the roll-out. Havant is currently completing the second phase of the EDRMS project and is reporting **reduced information retrieval times and transmission costs**, reduced storage costs (both physical and electronic), and **greater ease in meeting audit requirements**.

In the long term, the Council expects to generate as much **50% less paper**, while reducing its information storage capacity significantly, thanks to the electronic streamlining and consolidation of content.

Additionally, as a result of deploying the optimised, best-of-breed content management solution from Kainos, Havant is benefiting from corporate-wide availability of information; noticeably **reduced customer response times** (particularly important for Freedom of Information requests); **increased manageability of archived information**; and **reduced printing costs**.

In addition to the **faster response time**, customers now find that more of their queries are satisfied on first contact, because of the completeness and greater accuracy of information available to the Council staff they are speaking to.

Similarly, Council services have seen a reduction in the time previously spent by specialists on administration work, freeing them up to handle more important tasks, while a greater wealth of data can now be accessed without users having to refer to other departments, aiding **general productivity**. Easier access to information from the users' own desktops makes for a **more rewarding working environment**, too.

Last but not least, the EDRMS project is a perfect fit with Havant's green agenda. "We can destroy files with confidence, as we have a better idea of retention schedules and every file has a life span in the system," Morley notes. The overall result is that the council can control how information is accessed, amended and destroyed.

"We can be extremely detailed about how information is treated and can determine levels of access," he adds. "We can track if an officer has responded to a letter and whether there has been a reply. We are saving time and improving customer service. Information can also be retrieved from the system in near real time."

## The Future

Kainos is now working with Havant Borough Council on the next phases of the roll-out, which cover the Planning department, and oversee the management, specification, installation and delivery of all projects relating to Havant's information management plans.

The project includes all incoming departmental mail; eventually Havant plans to retrospectively scan all of its filed paper documents into the electronic system.

### Benefits

- Corporate-wide availability of information
- Reduced information retrieval time
- Reduced printing and transmission costs
- Potential to cut paper use by 50%
- Significant storage savings
- Increased staff productivity
- Improved customer service
- Easier to meet audit/compliance requirements

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