

CIVICA

# Fraud Detection

*For effective fraud detection and prevention*





## Delivering Local Outcomes

As citizens become more mobile and data continues to be stored on non-integrated computer systems, fraudulent activity is more widespread and sophisticated than ever. For local authorities the challenge is to transform the speed and way in which they detect and prevent fraud, whilst minimising operational costs and protecting public funds.

An effective, proactive response depends on the ability to report, record, monitor and react to all activity in a unified way and ultimately consolidate investigations under a corporate unit. Civica brings an outstanding resource in delivering fast, flexible and robust software-based solutions that support the requirements of local government, helping them intuitively and intelligently combat fraud, internally and externally. We blend the experience gained in working with 1,800 organisations across the public and private sector with leading software and integration expertise. Civica has been helping customers combat fraud for more than 20 years. From Harrow to North Lanarkshire, these customers range from some of the country's largest local authority fraud departments (Birmingham), to some of the UK's largest metropolitan authorities (Bradford), as well as a number of rural district councils.

Including powerful case management and data warehousing functionality, Civica Fraud Detection is a comprehensive solution for developing and managing an authority's anti-fraud strategy, advancing information management and driving more informed decision making. Ranked 1st in the SOCITM Application Software Index for the past six years, the system securely manages an authority's data, irrespective of format and allows multi-functional usage within and across departments.

## Civica Fraud Detection

Developed in conjunction with fraud investigation officers and delivered by a professional team with insight and experience at all levels, Civica Fraud Detection enables benefit, welfare benefit, corporate, financial and global departmental investigations to be undertaken quickly and easily via a desktop or mobile device. It enables authorities to take a pro-active approach to fraud management and prevention through cross departmental, authority and organisation data searching.

Information is stored and managed on a central, internal database but can be pulled from an authority's additional non-integrated operational and legacy systems and securely accessed directly from an officer's desktop. Users have the flexibility to carry out multi-investigation types and exploit data for a host of mailing purposes, including take-up campaigns, pro-active fraud drives and advisory notices.

Designed to cater for an authority's bespoke requirements, Civica Fraud Detection offers the flexibility and functionality to handle the day-to-day management and prevention of fraud by any size and type of investigation team, office or department. The solution can incorporate mobile, home working and shared service functionality and be delivered as part of a managed service. When combined with Civica's Data Warehousing Module, end-users not only have access to vast quantities of information and can quickly perform on-line data matching, but the authority can receive a very rapid return on their investment.

## Key Benefits

- Provides a highly efficient, intelligence-led approach to fraud detection and prevention
- Minimises loss of public funds and potential income rewards
- Maximises cost savings
- Eliminates the requirement for paper and storage, ultimately saving an authority time, effort and money
- Reports can be generated from any data within the database.

# Software: Enabling Solutions

## Civica Case Management

Civica Case Management is the only solution to cater for every investigation type within a single system. Case files are fully image enabled and handled using electronic worktrays, enabling staff to remain in control of their workload and operate as efficiently as possible. All cases have a comprehensive audit trail.

### Features include:

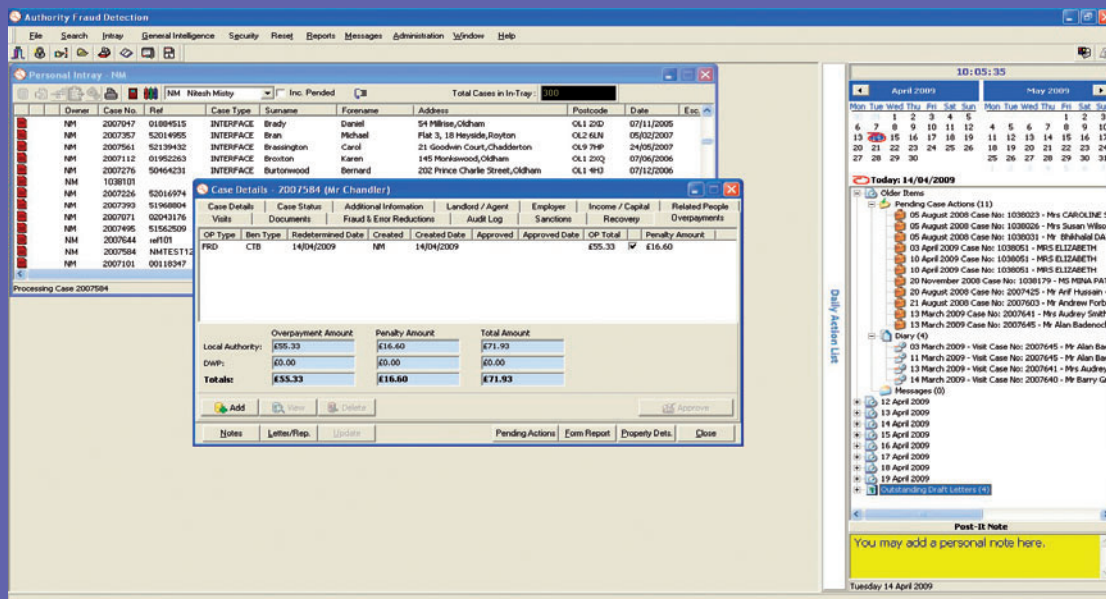
- Automatically generated case numbers
- Proactive searching
- Daily actions
- Integration with EDM and back-office systems
- Rapid tree orientated and text searching functionality
- User definable fields
- Image/video/sound enabled
- Risk and trend analysis
- Electronic pending action reminders
- Comprehensive management reports
- Sensitivity notes/documents
- Housing Benefit Recoveries and Fraud (HBRF) including reports
- Internal letter generation
- Overpayments/Adpen recording
- Linkage of cases
- Case time and cost recording.

## Civica Data Warehousing

Compliant with the Audit Commissions Key Lines of Enquiry 'KLOE' Strategy, Civica Data Warehousing helps to highlight areas where tighter audit processes are required. Fast, reliable and comprehensive, it can be used as a front-end fraud prevention device or as an intelligence tool for corporate investigations and benefit fraud. Investigation cases can be directly set-up on the system from matched records, eliminating the requirement for disk transfers, data entry and ultimately enabling investigators and intelligence officers to analyse results for informed decision making – providing a rapid return on investment.

### Features include:

- Allows details to be quickly and easily accessed across multiple databases
- Matches can be undertaken on a daily, weekly, fortnightly basis or as required
- All NFI matching extracts including blue badge and creditors are available
- Provides a corporate view of risk levels
- Supports informed decision making and processes and procedures
- Eliminates the requirement for filing and storage, saving an authority, time, effort and money
- Useable as a verification tool in line with new claims processing
- Intelligence multi-dimensional key link views module also available.



*"Harrow's new corporate approach to investigations is the right transition to make; it has enabled us to look across investigations in a more informed multi-aspect way. Also, we now look at fraud prevention and detection across the authority as a whole, not just in isolated areas or pockets."*

*Justin Phillips, Corporate Fraud Manager, Harrow Council*

## Civica Mobile Fraud Detection

Civica Mobile Fraud Detection gives investigators the flexibility to access case information on the move via a laptop or tablet PC. Whether dealing with internal departmental enquiries, undertaking joint working exercises or off-site surveillance, attending court, even making home visits; investigators can instantaneously update case details, add/remove information and create and electronically sign documents on the move. All updates are automatically transferred to the core system.

### Features include:

- Facilitates flexible and remote working practices
- Enables an entire case to be taken out into the field
- Allows information and documentation to be instantaneously updated, created and stored on the move
- Images can be downloaded using Bluetooth phones and digital cameras
- Improves data accuracy as information can be recorded in real-time
- Minimises duplication and increases staff efficiency.



## Civica Corporate Fraud and Financial Investigations

Developed alongside corporate and financial investigators and fully compliant with the Audit Commissions Key Lines of Enquiry 'KLOE' Strategy, Civica Corporate Fraud and Financial Investigations Modules help authorities maintain high standards of probity and protect public finances by minimising losses and corruption. Integrating seamlessly with an authority's existing systems, it combines investigation tools with pro-active fraud prevention and detection techniques. Authorities can undertake multi-investigation types from a single system and cross reference and match data against back-office systems. It supports authorities in the development of an 'intelligence driven' counter fraud service.

### Features include:

- Encompasses all investigation types
- Database set-ups can be customised to allow single or multiple user access
- Provides a 'corporate' view of fraud across an entire authority
- Facilitates cost savings and fraud prevention
- Comprehensive management reports.

## Civica Shared Services

Civica Fraud Detection can be deployed within a shared services environment so authorities can securely share information with third parties, making it the most technologically advanced fraud avoidance system available.

### Features include:

- Substantially reduces administration costs
- Encompasses DWP and government anti-fraud strategies
- Improves investigation productivity and efficiencies
- Promotes good practice
- Facilitates joined-up working.

## Delivering Better Results



In 2006 Harrow Council took the view it needed to have a more encompassing approach to fraud detection, investigation and protection. The authority decided to take a 'zero tolerance approach' and took the bold step of setting up a corporate investigation team. Data from any of Harrow's numerous internal databases such as pensions, payroll, housing benefit, council tax; non-domestic rates, blue badges, residents parking, student awards and housing rents can now be searched upon and matched within Civica's data warehouse, streamlining the investigation process to ensure Harrow delivers better results.



In an effort to improve service delivery, Glasgow reassessed the paper-based processes they had in place to manage benefit fraud and identified difficulties in locating documentation relating to a particular case and the increased risk of losing vital information. Using Civica's Fraud Detection solution, Glasgow can now automate the team's work, removing the need for paper files whilst maintaining maximum security when storing highly sensitive material relating to fraud cases. Fraud officers are also more accountable and easily auditable.

*"Incredibly powerful and flexible. It is now possible for me to run 50 different types of reports, as well as reports that adhere directly to the Department for Work and Pensions (DWP) requirements. We are also now able to allocate cases to staff after checking on the workloads of all staff to ensure that they are neither overworked or being under-utilised."*

*Sharon Murphy, Principal Officer,  
Benefit Counter Fraud Unit, Glasgow City Council*

## Technical Specification

**Civica Fraud Detection is an open client-server system, running on the latest Microsoft technology:**

- SQL Server 2000/2005
- Windows Server 2000/2003
- Windows XP/2000/98
- Close PC and network integration
- VM Ware
- Citrix (Thin Client)

## About Civica

**Civica is a market leader in software and services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, social housing, enforcement and education.**

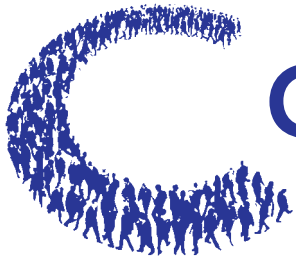
Blending consulting, software and managed services, the group supplies more than 1,800 customers in the UK, Australia, Asia Pacific and the USA, including 90% of the UK's local authorities, more than 200 social housing organisations and 50 of the UK's 53 police forces.

For the latest solutions information, visit:

**[www.civica.co.uk](http://www.civica.co.uk)**

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