

Fraud

Overview

Civica has been at the forefront of intelligent-led fraud solutions for over a decade. Our solutions enable organisations to 'get smart with data', to collaborate, share intelligence and tackle fraud across departments and organisations both private and public. This proactive approach to detect fraud, reduces losses and maximises revenue streams to deliver a substantial return on investment in a short period of time.

Product Summary

Data warehousing and intelligence hubs

Data warehousing helps to proactively highlight areas where tighter audit processes and/or investigations are required. Fast, reliable, comprehensive and delivered in real-time, it can be used as both a front-end proactive prevention and verification device or as an intelligence tool for any investigations or fraud campaigns within any area. Enabling auditors and investigators to analyse results for informed decision making as well as providing a rapid return on investment. Intelligence hubs can be built for internal, cross-boundary and external partnership data sharing, matching and loss prevention.

Corporate case management

Civica's Corporate Case Management caters for all types of investigation, enforcement cases and audit quality process / probity check projects. Organisations can undertake multi-investigations and process check types from a single system, cross-referencing and matching data against back-office systems. Electronic work in-trays are used to efficiently manage cases. The system enables local authorities to collaborate, share intelligence and tackle fraud across departments and partnering authorities

Verification

Credit Reference Agency verifications can be used in conjunction with either single cases or whole data bases. Database file imports are provided direct to the CRA and then appropriately risk analysed. The resulting risk profiled results are automatically fed back into the customer's data warehouse, where cases can then be automatically set up, depending on specific risk criteria being met.

Our Customers

Civica's fraud solutions are used by some of the UK's largest public sector organisations, including:

- ▶ Birmingham City Council
- ▶ City of Stoke-on-Trent
- ▶ Crawley Borough Council
- ▶ Durham County Council
- ▶ Glasgow City Council
- ▶ Kirklees Council
- ▶ London Borough of Harrow
- ▶ Plymouth City Council
- ▶ Reading Borough Council
- ▶ West Dunbartonshire Council

Customer Success

"Civica's fraud management systems have helped Birmingham to realise several million pounds of savings since their introduction a decade ago, and enabled us to uncover fraud and error we might not ordinarily have been able to prevent or detect."

Craig Price, Principle Group Auditor,
Birmingham City Council

Key Facts

Voted best fraud case management solution by **Socitm** for **9 consecutive years**



Over **200 properties** recovered by City of Stoke-on-Trent



Birmingham City Council intelligence hub consisting of **32 data sets** (32 internal and 20 from external housing associations)



Durham County Council has **saved over £361K** on **SPD Fraud**



Mobile

Mobile gives investigators, auditors and enforcement officers the flexibility to access and instantaneously update their case work in real time on the move via a laptop or other portable device. Whether dealing with internal departmental enquiries, undertaking off-site investigations, surveillance, attending court or even making customer home visits, information detail changes and document creation (with electronic signatures) can be created on the move. All updates are automatically transferred to the core system upon reconnection to the network.

Features and Benefits

- ▶ Use in any fraud investigation arena, public or private
- ▶ Increases income generation and savings
- ▶ Creation of a shared intelligence hub using internal and external data
- ▶ Enables a proactive joined up approach
- ▶ Complies with Credit Reference Agency verifications
- ▶ Advanced reporting and data use
- ▶ Mobile working capability including image, video and picture imports
- ▶ Integration of EDM and back-office systems.

Case Study

City of Stoke-on-Trent

The challenge for Stoke was to convince internal and external stakeholders of the different types of fraud that existed, and then by dealing with the issues, the authority would identify considerable savings.

Working with Civica's local government systems experts, Stoke decided to carry out the standardisation of processes and systems from their standard benefits investigation system to their corporate investigations solution. They needed to ensure that harmonising systems and data was a manageable task that didn't undermine daily operations. Civica delivered a phased programme to migrate to the corporate database. They facilitated the modernisation of Stoke's fraud investigation software systems with Civica's award-winning, single integrated database and data matching technology fraud solution.

Since the implementation, investigations are managed more efficiently and outcomes are easily reported on. Revenue savings have increased particularly within tenancy fraud and to date Stoke has recovered over 200 properties.

