



Case Management System - Rapid Requirements Gathering and Procurement

Challenge

Neath Port Talbot (NPT) faced a significant challenge with its Social Care Case Management system, which was over 25 years old and based on outdated technology scheduled to lose supplier support in 2024. In mid-2022, NPT decided to replace their legacy system with a commercial off-the-shelf solution. They had 9 months to find a replacement and another 12 months for implementation, given the impending support cessation.

This tight timeline presented two main challenges:

- defining and prioritising the new system's requirements
- conducting a successful competitive procurement process.

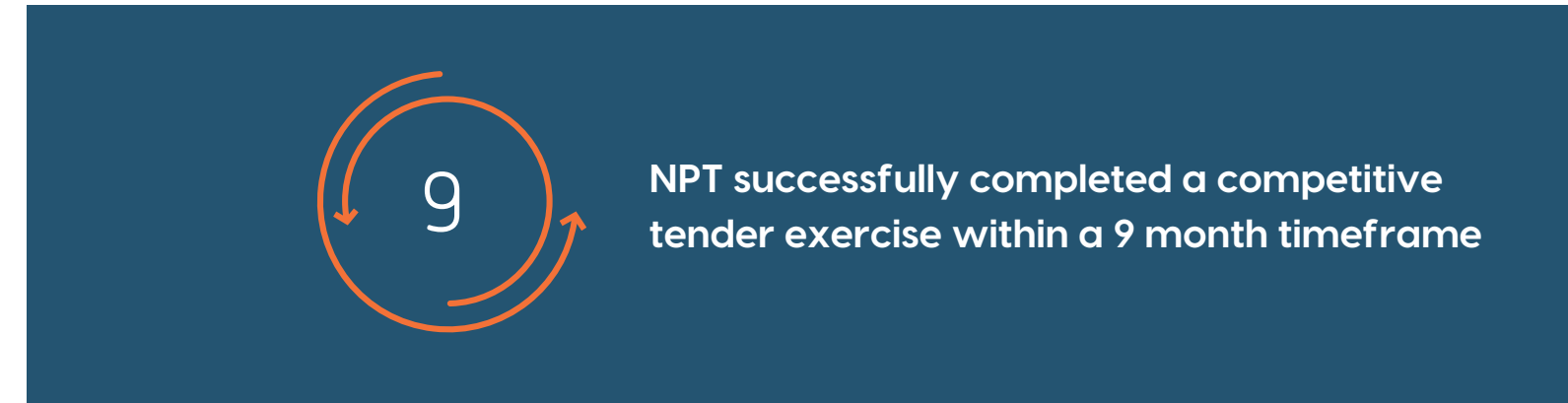
BetterGov was tasked with leading NPT's efforts to address these challenges and secure a modern, sustainable solution.

Solution

Process Mapping and Requirement Validation and Localisation

BetterGov leveraged its expertise in requirement gathering for local authorities to deliver a customised set of requirements for Neath Port Talbot (NPT). By remotely collaborating with NPT's social care and support service teams, we gained a deep understanding of their operational challenges and objectives for a new system. This process included accommodating their schedules and Out of Hours services to ensure comprehensive engagement. Through collaboration with their teams, we mapped their process maps and identified challenges, helping them understand their 'as is' situation, as part of the requirements gathering

We provided NPT with detailed examples of service-level challenges and needs, alongside a bespoke set of requirements aligned with their procurement approach. This strategy equipped NPT with the essential tools for a confident system overhaul, ensuring a structured and fair procurement process under BetterGov's oversight, leading to the selection of a suitable case management system.



Expert-Led Procurement Process

With a procurement route chosen, our experts then helped NPT to develop key documentation and establish a robust and transparent evaluation methodology. Our role continued into the evaluation stage, setting clear expectations about what would be required and providing support to ensure adherence to the agreed evaluation process. The result of the exercise was a fair and successful award that was concluded unchallenged and with NPT having secured a market leading software solution that will deliver substantial improvements to staff well into the future

Our role expanded as we guided NPT through choosing the most appropriate procurement path, developing key documentation, and establishing transparent scoring criteria. BetterGov also ensured rigorous evaluation process adherence, leading to a fair and effective selection that aligned perfectly with NPT's needs.

Outcomes

- ✓ The requirements gathering exercise gave NPT a clear understanding of their current working arrangements and future vision.
- ✓ A comprehensive set of current business process maps, challenges, and requirements were delivered to NPT.
- ✓ A complete suite of procurement paperwork was produced.
- ✓ NPT successfully completed a competitive tender exercise within their 9-month timeframe.

Benefits

- ✓ NPT team learned business process review and procurement execution skills.
- ✓ Collaboration with BetterGov led to quicker engagement completion, staff involvement, cost savings, and increased efficiency.
- ✓ NPT understood social care team functions, standardizing and improving processes before new system implementation.

