

Case Study: Audit Commission

Audit Commission

The Audit Commission is an independent public body responsible for ensuring that public money is spent economically, efficiently, and effectively in the areas of local government, housing, health, criminal justice and fire and rescue services.

The Commission employs around 2,500 people. Its corporate services, such as communications, human resources and payroll are based at its administrative centre in Bristol. It also has a network of regional offices where its auditors and inspectors are based, and a head office in Millbank, London.

"IPL brought a fresh and independent look at the way we develop systems and has helped us to take a valuable step back from the day-to-day detail. I am confident that, together, we will develop many more successful solutions that will help us to influence providers of public services to improve the quality of service delivery to the public."

Jeremy Boss
Director of ICT



Better value for money in the public sector

The challenge

The Audit Commission is an independent body responsible for ensuring that public money is spent economically, efficiently and effectively, to achieve high-quality local services for the public. Its remit covers more than 12,000 bodies in England, which between them spend £100 billion of public money each year. The Commission's work covers local government, housing, health, community safety and fire and rescue services.

Not surprisingly, the processes and systems required to support all of this activity are extensive and continually evolving in response to changing government policy. IPL has been helping the Audit Commission for more than 6 years, since the Commission realised that, with a range of important projects in the pipeline, it would need assistance to successfully deliver on its plans and thus realise the predicted benefits. The requirement was for a business partner who could understand the business environment of the Audit Commission and provide the technical expertise to deliver appropriate solutions.

Using approved OGC S-Cat supplier status to pre-qualify the selection, IPL was one of several Buying Solutions framework suppliers invited to bid. After an evaluation of responses, IPL was selected as the preferred supplier of software development services to the Audit Commission.

The solution

From the outset, IPL's relationship with the Audit Commission has been one of partnership, with an emphasis on helping the organisation develop strategic long-term solutions, whilst providing cost effective tactical solutions to short-term problems.

IPL's consultants provided specialist expertise in business case development, requirements gathering and analysis, business process management and information management, while IPL's experienced developers helped deliver robust IT systems to the business users.

Highlights of IPL's work with the Audit Commission include helping to specify and procure an enterprise data warehouse platform, and the development of a high-level model of key business processes and core data. This served as an enabler for business change and a foundation for subsequent systems development work.

IPL was responsible for capturing business requirements arising from various new initiatives, including the introduction of Comprehensive Area Assessment and the creation of various online tools allowing the public to explore information about the performance of public bodies.

At the architectural level, IPL helped clarify the shape and size of a corporate portal as well as tying down functional requirements for many systems including a CRM implementation and a marketing campaign system.

In parallel with this higher-level work IPL have also delivered in more technical areas including:

- NHS National Benchmarker
- A system to manage and conduct online surveys
- A comprehensive geography-based portal on public sector performance
- Integration of a commercial HR package
- Joiners and Leavers system

The highlights

Our appreciation of the importance of business process, coupled with the depth of our technical expertise, has allowed IPL to help the Audit Commission right across the development spectrum. IPL has worked in close partnership with the Audit Commission's internal ICT team to ensure that systems developments are aligned with business need, solidly architected and engineered to suit, as well as providing the capacity to provide a timely response to changing business requirements.

About IPL

Founded in 1979, IPL has a long history of successfully delivering excellent value consultancy and end-to-end solutions to both the public and private sectors.

IPL's consultancy is renowned for its quality and value. Our consultants are talented and independent-minded individuals with extensive industry experience. We consistently exceed our clients' expectations through a combination of imaginative thinking, managerial and technical expertise and many years of systems engineering experience.

IPL's track record in end-to-end solutions development is exceptional. Our proven development methodology allows us to cut through technical complexity, manage risk and completely focus on delivery. We consistently deliver reliable, efficient and accurate systems to a precise schedule.

IPL is an ISO9001:2008/TickIT registered company having a permanent workforce of 260, revenues of ca. £29M p.a. and 40,000 sq ft of secure office space in central Bath.



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supplier



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