



Capita One
**Professional
Services
Partnership
(PSP)**

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Introduction

The Professional Services Partnership (PSP) Service has been designed to help Local Authorities with their day to day activities, operations, support and administration. The PSP service is like having a Capita One Specialist as part of your own team.

This allows Local Authority users and IT colleagues to concentrate on the strategic use and dissemination of information to improve outcomes for their citizens.



What we do

Address Management
Alerts
Crystal Report Writing
Data Cleaning
Data Quality Assessments and Action Plans
Importing Data
People and Student merges
PowerBI
ServiceNow Case Logging
SSRS Report Writing
System and Module Administration
User Administration
User Permissions
User Support

Benefits

A capita one expert as part of your own team

Direct access to a Capita One expert enables you to assign them tasks and cases, which will free-up more time within the local authority.

No drop in productivity if the PSP is on leave as Capita can cover with someone of equal experience.

Save costs on employing and training someone new in to the authority.

PSP analysts has experience and knowledge of how other authorities use the system and are able to share this wisdom and promote best practice.

Benefits

Quick and accurate reporting

PSP provides you with access to an extensive Capita internal pre-defined report repository, which has been built up over several years of working with other local authorities.

This has the potential to reduce the time between requesting a report and receiving it. Allowing authority staff more time to make better informed decisions.

Access to real time data as and when it is needed results in increased confidence, providing important data at critical times, including Ofsted inspections.

Benefits

Efficient data cleaning

The PSP can create A&D reports and run the A&D routines based upon local retention rules. Clean data will lead to a smaller database, GDPR compliance, increased performance and reliable data. Reducing the risk of fines and downtime.

More accurate processing of admissions applications, which means a better user experience for both staff and citizens.

Improved speed of creating database backups, refreshes and disaster recovery due to reduced data. The result is less disk cost needed for backups, less time spent backing up and refreshing the data, meaning less downtime for end users and Citizens

Direct involvement with support issues

The PSP analyst can be your first port of call for any support issues. Cases can be logged and managed by the PSP analysts if needed, saving you time communicating with the Service Desk and other Capita colleagues.

With direct access to Capita resources, the PSP analyst can provide faster response times on cases. The analyst will act as an interpreter between the LA and Capita, which helps resolve issues faster and leads to less impact on users.

Meet the Team



Andy Bushman



Kev Turner



Victor Sanam

With over 50 years of One experience between them, we have a very mature and experienced PSP team who can cover any part of the One product suite.

Having a mixed background of working closely with LA's within Professional Services either onsite or remotely, as well as many years of working within the Support environment, the PSP analysts have a great knowledge of how an LA works as well as how important great service is to them.

The PSP team are also experts in report writing and dashboard creation with excellent SSRS, Crystal and PowerBI skills. This has proved to be key when providing reports and data during critical times of the year and inspections.

Customer Feedback

“Kev has been with Slough now a number of years and understands Slough’s unique userbase and the different levels of ability. Kev will change his approach depending on the end user”.

“Andy is very knowledgeable of all of the modules and is always able to respond to queries or issues that the users have. He has excellent report writing skills and always manages to create reports that are useful. He has been excellent in helping us move to the cloud where he has been able to bridge the gap between the technical Capita staff and our own technical staff”.

“Kev is a part of the SI Team and treated as such, we all have regular meeting, going through the work we are doing and if we are investigating any issues we usually ask each other before we log a case with service desk and Kev does the same”.

“Able to get Management information from the system via SSRS as we do not have those skill in house”.

Customer Feedback

“Excellent delivery. He listens to what the user wants and delivers. Any issues with the delivery are actioned in a timely manner. He manages his time well and is responsive to emails and keeps us updated”.

“Kev delivers on time, he has a very good knowledge base of the application as well as reporting”.

“He is able to communicate with users on a user level. He is always cheerful and approachable with a can do attitude no matter what is thrown at him to fix for us”.

“Helps ease the pressure from our very small team”.

“Supportive and helpful in resolving queries”.

How it works

Flexible remote working hours to suit your needs

LA plan and prioritise workload

Direct system admin access

Local user account

Monthly reporting

Regular reviews of PSP service with PSP Manager



Capita

Thank you