



Public Sector Focus Spring 2011

New Contracts

Pulsion's SharePoint practice is continuing to grow and in the past few months has secured contracts for the following:

Redevelopment of a client facing website managed by the National Institute of Health Research (NIHR) on behalf of a partnership of the UK's major research funders. Key features of the Experimental Medicine Resource Finder website will include custom web content management and it will act as a portal for the UK's experimental medicine resources."



Development of a SharePoint 2010 based intranet for **Scottish Refugee Council**, which will provide document management and a central repository for all shared internal documentation.



A SharePoint implementation for **Strathclyde Fire & Rescue**. This will be an intranet application for managing all information in relation to community partnerships.



Pulsion Technology have been awarded a contract to implement SharePoint 2010 within a **London Borough Council**. The public facing publication portal will host documents and publications which the Council makes available to the public domain and includes performance related information and general publications around Council services.

Other contract wins include:

- » Award of a place on the Scottish Minister's Multi Supplier Framework Agreement for Applications, Web Services and Associated Services.
- » A number of new contracts for eSquiggles data collection software including Weslo Housing Management and Nexus Passenger Transport Executive.

Fast Facts

1st

Lead Development company on the Volo Consortium's world first on-train entertainment system.

£18m

Partner in consortium awarded a contract worth £18 million by Transport Scotland.

84,000

Number of NHS professionals which use an NHS website that we support and develop.

16 years

Formed in 1995 and now a key IT player in Scotland.

Did you know?

We are more than a software house! We provide a full range of solutions and services including:

- » Software Development
- » Systems Integration
- » Data Collection Software
- » Case Management Software
- » Content Management
- » Microsoft SharePoint
- » eCommerce & Web Design
- » Business Intelligence & Reporting
- » IT Support Services
- » Service Oriented Architecture (SOA)
- » Managed Services
- » Project Recovery
- » Open Source Technologies

"All in all, Caman has led to positive change within CAS. Our advisers are able to work much more efficiently and it has led to a better management reporting process."

Malcolm Melville
Head of ICT
Citizens Advice Scotland



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Camán Case Management key to asylum processing improvements.

In 2010, following a competitive tendering process, Pulsion Technology was awarded the contract to provide a pilot Joint Client Database solution to the UK's three national Refugee Councils, operating in England, Scotland and Wales. The pilot project has been deemed a success and paves the way for an organisation wide adoption of electronic case management. The pilot project, which was underpinned by Pulsion's Camán Case Management system, came at a time when the Government was facing increasing pressures to reduce backlogs of legacy asylum cases and to speed up asylum processing. Although IT systems had been in place for a number of years, they weren't flexible enough to meet growing demands, targets and increased reporting requirements.

John Wilkes, Chief Executive, Scottish Refugee Council comments, "One of the main objectives of the project was to adopt an IT system which would manage all services, manage the information gathering process and handle new requirements as they arose. It was essential that the system demonstrated better efficiencies and improved joint working in order to improve the quality of services provided to people seeking asylum. Camán is modular, highly flexible with strong reporting capabilities and has been essential in meeting planned improvement objectives of the pilot project."

Supplier Collaboration

Pulsion has recently formalised a relationship with Edge Testing Solutions and Opin Systems. This collaboration will provide an end-to-end service to organisations, which is more affordable and accessible from a local talent pool. The three companies collectively provide the majority of the key services included on the Scottish Government's Applications and Web services framework. In addition to the public sector, they have individually achieved a significant foothold in financial services, health and the SME market. The breadth of services includes software and web development, IT support, infrastructure consultancy, testing and training.



Citizen's advice more direct than ever with new website.

Citizens Advice Direct has launched a new, fully redesigned website which has been designed specifically to attract a wider audience and enhance client services. Citizens Advice Direct is a national advice service and the website is part of a planned programme to open up advice and make it more accessible to people of all ages, race and geographic locations on a 24/7 basis.

Kirsteen McDonald, Chief Executive at Citizens Advice Direct explains, "Citizens Advice Direct has always taken pride in being a progressive and innovative service, providing advice in the most efficient ways possible. Pulsion Technology has delivered a website which promotes self-service and includes key features such as instant messaging, email integration and SMS messaging. We hope that these new features will not only attract a new range of client to use our services, but that our advisers will be able to work much more efficiently."

Pulsion is the provider of our case management system so already had an understanding of our organisation. They were able to help us understand web technology and how it could help us really engage with and improve responsiveness to our clients. The project included some Search Engine Optimisation and Pulsion also provided resource to write the content, in line with SEO objectives. The fact that Pulsion could provide the end-to-end service was a real selling point for us, meaning they could drive forward the project with minimal input from us. Feedback on the website has been great and we are really happy with the end results."

Customer Comments

"The department had great expectations from the project and to date it is meeting cost reduction and efficiency expectations."

Kevin Thomas
Estates IT Manager
University of Bristol

"An innovative customer focused organisation that delivers on time and within budget."

Douglas Drummond
Finance Director
Weslo Housing Management