

ZYLPHA

Case Studies



Leicester City Council is the unitary authority serving the people, communities and businesses of Leicester, the biggest city in the East Midlands of the UK. It has been awarded the prestigious Beacon Council award that recognises good practice in a wide range of local government services and is one of very few councils nationally to have won nine separate awards.

Zylpha has helped Leicester City Council deliver the One Leicester strategy to improve the quality of life in Leicester by improving efficiency, reducing costs and carbon footprint.

What were Leicester's challenges?

The council's legal teams are involved in many court cases, in particular from the Community Services Team with Childcare files. The workload is currently around 150 ongoing cases and bundles and cases can last for several years.

Each of these cases involves producing a 'Court Bundle' containing information from many diverse sources which needs to be indexed and paginated as one complete document before printing, copying and distributing. The Court

Bundles can run to hundreds of pages and several lever arch files, so the administrative burden in producing them can be very significant and when, as often occurs, a change is required, the entire process needs to be repeated to re-build the indexes and pagination.

Printing and distribution costs can be very significant for each bundle due both to their size and number of recipients. In addition there is a sizeable carbon foot print involved in these printing and distribution activities, which made it a prime example of an area that could be addressed to help the Council in its green strategy of taking measures to further protect the environment.

Sending such large confidential Court Bundles by email was not possible due to security concerns and often other parties are unable to receive such large email attachments.

The high financial costs of court bundle production and distribution were consuming an increasing percentage of the Councils budget at a time when all budgets were coming under increasing pressure to cut costs.

The environmental costs of the paper production, printing and physical distribution were completely contrary to the Councils Environment strategy of dramatically reducing their carbon footprint.



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The Solution

Zylpha Document Bundling and Court Bundle Production, which allows multiple documents of different formats to be easily collated into a single, pdf document, with an index being automatically produced. It also offers a variety of page number styles which can be added if required to the index, categories and document pages, with branded cover pages and back pages also available.

Zylpha Document Distribution, which provides an innovative new method for electronically sending large documents securely without email, providing a full audit trail of receipt with non-repudiation, virtually instant distribution with greater security, lower costs and reduced carbon footprint.

Implementation of the solutions was both painless and very quick. It was in operation virtually immediately and even temporary staff were able to pick it up and use it with very little assistance.



What are the benefits to Leicester?

Leicester City Council is benefiting from reduced printing costs as well as faster and easier bundle production using Zylpha Court Bundling. The whole process is much less time consuming and costly, while revising a bundle now takes seconds instead of hours. These improvements also work through into a reduced administrative burden and a reduction in storage requirements and costs.

With Court Bundles now able to be distributed securely in an electronic format with Zylpha distribution delivery times have been turned from hours to seconds and the cost of distribution of each bundle have fallen from tens of pounds to pennies.

The council's carbon footprint is reduced as a direct consequence of these solutions, enabling the council to make further progress in achieving its environmental goals.

'Zylpha came up trumps for us with their Bundling and Delivery solutions, as they integrate seamlessly with our case management system. We were up and running in no time at all. The solution does what it claims and does it well, reducing our printing and distribution costs while saving us money.

We also save time and money by not having to photocopy, paginate, re-typing or re-editing indexes every time the bundle changes. Users are more productive and happier as they can now easily access and quickly navigate the bundles at the touch of few buttons, another great time saving factor. We are seeing less and less cumbersome paper files and documents leaving our service via the old post system, and these are only at the specific request of our old school customers'.

Will Fidoe, Practice Development Manager, Leicester City Council.