

# eFIRST suite in £3.8M contract with ETS and ACAS

The logo for ACAS (Advisory Conciliation and Arbitration Service) is displayed in a white rounded rectangle. It features the word "acas" in a bold, lowercase, blue sans-serif font.The logo for ETS (Employment Tribunals Service) is displayed in a white rounded rectangle. It features a blue circular emblem with the letters "ETS" in white, and the text "Employment Tribunals Service" in a smaller blue font to the right.

BancTec's eFIRST business process management (BPM) suite is to form the basis of a £3.8 million (€5.51 million) case management solution for the UK's Employment Tribunals Service (ETS) and Advisory Conciliation and Arbitration Service (ACAS). The solution will have a diverse and geographically spread user base, including members of the Judiciary.

The case management project, led by Methods Consulting with integration company Logsys, covers design, pilot and national rollout to 1,300 users, including systems and process training. One key requirement of the solution was that it would be suitable for non-technical users. During the pre-bid process BancTec demonstrated how the eFIRST BPM suite would look and feel to a non-technical user base, and proved that the system would be both functional and easy to operate in this kind of environment.

The solution will roll out early in 2006 and is designed to support strategic change within ETS and ACAS. Implementation of integrated, adaptable and scalable casework management will enable ETS and ACAS to work more closely together. Both organisations will benefit from streamlined processes and ensure real-time information is available to the diverse and geographically spread user base, including the Judiciary who review claims and preside over tribunal hearings. This in turn will enhance the service provided to those involved in employment tribunals.

Pete Dinham, international product director at BancTec, said: "This new system will be far more effective than those previously used by ETS and ACAS, and should allow them to provide a better service to citizens who come to them for help. It also provides a platform for growth and change in the years ahead."

For more information: [www.banctec.co.uk](http://www.banctec.co.uk)