

# Online Change in Circumstances.

Radical streamlining of the change reporting process.

**BECS Change** encourages reporting of Change in Circumstances anywhere, any time. Reducing overpayments and error.

Based on the same proven technology as BECS Claims, BECS Change empowers Customers, Council staff and designated intermediaries, enabling them to report changes promptly and with ease.

BECS Change tackles the complexity of reporting changes head on, providing an intelligent review and change process that drastically reduces the amount of time to capture changes without omissions or errors being introduced.

The system also works with online customer accounts to make use of pre-populated claim information to speed up the process, or without authentication to provide straight reporting of changes without the user having access to private claimant information.

Integrating securely with Council back office systems, BECS Change pulls relevant claimant details from core systems and returns the change data using the National eBenefits Schema for Change of Circumstances, with documents going into DIP/DMS.

BECS Change has the following key features:

- Web Self Service, Mobile, Face-to-face, Call Centre
- Pre-populated, intelligent change capture for Assisted use
- Integrated with online customer accounts for Self Service
- No customer account? Self Service without pre-population
- Standards-based integration with Benefits System and Document Management System
- Personalised guidance for required supporting evidence
- Secure and privacy protected

becschange

# Team Netsol.

Excellence in technology.  
Excellence in customer service.

Team Netsol Limited is an innovative IT company based in the UK that delivers effective, scalable solutions to the private and public sectors.

We manufacture outstanding solutions using the latest enterprise-level technologies.

Our clients benefit from a wide range of expert consultancy and project management services which empower them to drive up service levels to their customers whilst driving down the total cost of ownership.

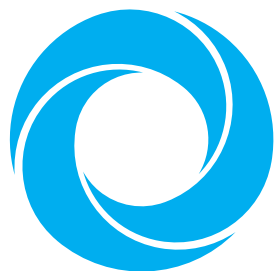
Over 80 Local Authorities use our solutions to drastically improve their performance, reduce costs and increase the number and quality of their public channels.

Our core technologies powered the success of Scotland's 2011 Census, the first national population census in the UK to be conducted online.

Team Netsol remains as ever committed to excellence in the delivery and support of Central and Local Government projects.



Crown  
Commercial  
Service  
*Supplier*



TEAM NETSOL

The Courtyard  
Royal Mills  
17 Redhill Street  
Manchester M4 5BA

T +44 (0)161 834 8342

F +44 (0)161 831 7897

E [becs@teamnetsol.com](mailto:becs@teamnetsol.com)

[www.teamnetsol.com](http://www.teamnetsol.com)