

# Electronic Claims Process.

BECS Claims integrates seamlessly with BECS Calculator for end-to-end claims processing. Move the new claim workload to CSR's, RSL/RP's and Self Service. Transform your service!

## Simplified, Efficient, Customer-centric Process

BECS Claims supercharges your Benefits process, improving performance and reducing customer error.

BECS Claims takes the Benefits claims process out of the back office and allows you to empower CSR's, Housing Associations, RSL's, RP's, voluntary sector partners and other intermediaries.

Put Benefits expertise into the hands of customers and their agents to help you perform better and deliver a greater quality of service.

The ease of use and accuracy of BECS technology lets customers understand how life changes affect their financial position without all the difficult terminology and rules. BECS simplifies the complex process of making a benefit claim, guiding and advising the claimant each step of the way. Capturing data and evidences "Right First Time" in this way significantly reduces overpayments, reduces the need to process not-entitleds and reduces the level of customer contacts such as appointments and correspondence.

For your own staff, BECS Claims reduces the time to perform assessments and removes the majority of the time-consuming form-filling, scanning and correspondence. Using standards-based integration with all the leading back office and Risk Based Verification systems, BECS reduces the workload on your expensive Benefits staff. Do more with less.

Developed as a **DWP National Product**, BECS Claims increases take-up of benefits amongst the most vulnerable groups in your community by providing multiple access channels. In terms of Accessibility, it delivers a responsive Web design that is compliant with WCAG 2 standards and has been accessibility tested.

becsclaims

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BECS Claims significantly streamlines delivery of service to the Customer whilst providing tangible cost savings in the processing of new claims.

- **Self Service via the Web** increases service channels and reduces workload for benefits assessors
- **Assisted** via call centre or face-to-face meetings
- **Accurate benefit entitlement and data capture** provides clean, valid claims and reduced potential for fraud
- **Customer Services** and advisory organisations can provide accurate advice at the first point of contact
- **Evidence Check List** provides a personalised list of all document evidences required to support a claim
- **Data, evidences and signatures captured electronically** eliminates paper forms and enables same day processing
- **Live across the UK** including back office integration. Tried and Trusted.
- **Covers Welfare Reforms and Universal Credit** for all LA and DWP benefits, including 'Better-Off-In-Work' calculation
- **Automatic Form Population** of an optimised Claim Sheet and Required Evidences - no complex online form filling
- **Mobile Working** for home visits, Reductions and flexible working
- **UK Hosted** service maintained on Team Netsol's own secure and resilient infrastructure
- **Secure & Private** OFFICIAL-level encryption of all personal information
- **Integrates** with all major back office systems, Risk Based Verification, back office automation solutions and customer portals
- **DWP National Product** Funded and supported by DWP

# 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.



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