Department for Business, Innovation and Skills (BIS)

Hermes II Case Management

The Department for Business, Innovation and Skills (BIS) supports sustained growth and higher skills across the UK economy. It does everything possible to drive growth - from investing in skills to making markets more dynamic and reducing regulation, and from promoting trade to boosting innovation and helping people start and grow a business.

Hermes II is the case management system that supports the Legal A Criminal Enforcement Directorate, Legal Services Group within BIS. The Criminal Enforcement teams are responsible for the enforcement of the corporate and insolvency regime in the UK through investigations and prosecutions of criminal offences.

WHAT BIS NEEDED

BIS's business requirements and also the underlying technology had changed since the legacy legal case management system had been implemented. Therefore, BIS realised the need for a new and upgraded system.

THE CHALLENGE

The business had changed since the first Hermes system was implemented and the Directorate was faced with a system that was aging, inflexible and expensive to adapt to support the evolving business requirements.

The original Hermes system was also developed by CGI, going live in 2003. It was a Windows based application, hosted from the CGI Bridgend data centre and supported by the CGI Applications Management Service in Stevenage. By 2009, BIS felt the need for a different system that would not only match their current requirements but also provide business efficiencies and provide flexibility for the future.

BIS was looking to meet the following objectives with the new system:

- Provide a case management system that supported its current business processes going forward and was going to be flexible for future requirements
- Reduce annual running costs and future costs on the Department
- Reduce the risk of a service failure by upgrading to technology that was fully supported by the manufacturers.

CASE STUDY
PUBLIC SECTOR
CENTRAL GOVERNMENT

KEY BENEFITS

- Intuitive user interface closely aligned with business processes
- Real cost savings – up to 33% annually
- Improved security and compliance to business and regulatory standards
- Better management information
- Faster and more reliable processes
- Full disaster recovery capability.

"The project was a great success. It delivered and surpassed its objectives".

Katy Shrimplin

Deputy Director Legal: Prosecutions South

BIS outlined its requirements and pointed out that it wanted to retain most of the key bespoke functionality that was closely aligned with the core business process. It was also looking to develop new functionality to meet business change and to deliver business efficiencies and real cost savings in a harsh economic climate. BIS also wanted to meet new legislative, security and legal standards. Lastly, they needed to deliver improved and flexible management information along with improved reliability.

OUR ANSWER

At the core of the project was a redevelopment of the Hermes I system in today's technology, bearing in mind future technology. We also changed and developed new functionality within the system that matched a changing business environment. We achieved BIS' aim of delivering a new management information module that provided their management with better control of the business. BIS realised the need for new and high performing infrastructure; something we delivered for them, adding resilience and improved security to the mix.

All this was planned against BIS' budget and their deadlines. We delivered the new Hermes II system not only on time but also within the specified budget. Over time, we have also ensured that the system has been improved by making changes as and when required.

A SUCCESS STORY

Hermes II is a faster, more intuitive, up to date, future proof system than the users had before. It allows more control over business process, provides higher levels of automation and better management information. The users of the system required very little training and the implementation process from the beginning to end was very straightforward, with no disruption to business activities.

The system was designed in consultation with the end users and so their input drove the way the application was shaped and also ensured it accurately met the real business requirements. Using the system did not prove to be difficult for users since their involvement in the development of the system had provided real experience of working with it prior to go live. This guaranteed good productivity from day one of the implementation of the new system.

The development project was well executed and followed CGI's Cortex and Prince2 project methodologies. The CGI project team worked closely with the BIS project steering group and the users. This ensured a fully collaborative process that resulted in a design and eventual system with which BIS was extremely pleased. The delivery also included development of user and training materials along with senior user training and floor walkers for the initial period of live operation making the transition to 'live' completely painless.

Code: 3450 0713

WHY CGI

We are known for our flexible and collaborative culture and way of working. Our innovative and practical solutions are tailored to meet the client's needs. We work closely with public sector agencies and are one of the leading IT and business service suppliers to the Government/public sector.

"The project referenced in this case study was delivered by Logica, which CGI acquired in August 2012"

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About CGI

With over 68,000 professionals in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

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