



## eNotifications

eNotifications provides a convenient, secure and environmentally responsible method for both claimants and landlords to receive benefit notifications whilst generating cashable savings for the local authority.

Each year benefits departments spend many thousands of pounds posting benefits notifications to claimants and landlords, a cost that could be eliminated if these notifications were sent electronically.

Instead of receiving a paper letter in the post, customers who opt for eNotifications receive an email with a link to their notification within the Benefits Self Service solution. Sending a link rather than the notification document ensures that confidential information is transferred securely to the recipient and also enables local authorities to check that notifications are being read.

Whilst eNotifications will generate efficiency savings throughout the year they are particularly useful at year end when the authority is required to send a notification to every claimant and landlord. For large landlords this has often meant the production of many boxes of paper; inconvenient and time consuming for both the authority and landlord. Using eNotifications landlords can view all this information online.

Using ProPrint, eNotifications appear to claimants as PDF documents identical to their paper equivalent. This enables authorities to ensure electronic documents are as well presented as the paper based equivalents.

eNotifications offer benefits to both local authorities and their customers.

### Local Authorities Benefits

**Realises cashable savings** – eNotifications generates easy to measure cashable savings by eliminating postage, stationary printing and handling costs to help meet the demands of the efficiency agenda.

**Reduces telephone calls** – eNotifications drives customers to the Benefits Self Service solution including landlord access, thereby increasing usage and helping to reduce the number of calls to the local authority. As well as reducing costs it also improves performance against the NI 14 Avoidable Contact indicator.

**Supports climate change policy** – eNotifications assists in the reduction of the local authorities carbon footprint and sends customers a positive message regarding the local authorities commitment to climate change.

**Meets customer expectations** – many customers are already receiving electronic communications such as bills, from organisations including banks, utility companies and local authorities and expect services such as eNotifications.

### Customer Benefits

**Prompt notification** – customers receive notification of benefits without the delays of the postal system.

**Convenient** – all benefit notifications received along with other information is easily accessible online.

**Secure** – eNotifications are more secure than their paper based equivalents. Benefits Self Service uses industry standard 128 bit encryption as used by eCommerce sites.

**Easy storage** – PDF documents (requires installation of ProPrint) can be stored on a customer's PC or in the case of a large landlord, imported into an EDMS system without the need to scan.