

## Savings Through Innovative Payments Programme, Local Government

### The problem

Our client requested that Ticon analyse and make recommendations for or against the deployment of a new prepaid programme, with the purpose of replacing the extant types of payments made to service users, across all the major functions within their organisation, with the aim of reducing cost.

### Our solution

Ticon provided a comprehensive assessment of the projected savings that could be delivered from the use of a new payment programme in the organisation. We analysed the cost savings based on how much could be delivered through more efficient use of resources, as well as reduction in spend and any other cashable savings. In addition, we cited various service improvements that could also be achieved from the use of a new payment programme, showing its multiple functionality.

Working with our client, we completed detailed analysis in order to identify resource costs, material costs, quality and service user satisfaction. By using process specific analysis tools, we were able to create a new service model, including the new payment solutions technology, with processes that were faster, dramatically cheaper, and that produce high quality service for the users.

### The outcome

Our analysis provided the client with a new strategic plan on how to: improve functions and processes; simulate the process changes and analyse the various simulated scenarios to determine an optimal improvement; deploy monitored implementation; evaluate performance, and finally, re-engineer and optimise the processes for achieving additional short and long-term savings and cost reductions.

Beyond the projected quantifiable savings, non-quantifiable benefits were also included in the analysis and a full account of these benefits and their implications were provided as part of the new model. This analysis highlighted the opportunities and challenges faced by the client in managing change to achieve its efficiency and savings targets, giving the client the information necessary to deliver over £1.1m in savings.