eCase

The eCase Platform

The entire digital correspondence journey. All in one Platform.

eCase is the correspondence case management service that the UK public sector relies on. With over 100 years of development effort invested in it, it is used extensively across government organisations. It is the most proven, most scalable and most comprehensive service of its type available. It covers your, and your customers', entire digital correspondence journeys in one Platform.

Maximise efficiency and compliance

Beyond just managing cases through a process, eCase is packed full of functionality that will save you time, save you money and improve your compliance. You can be confident that there is no better way to manage your correspondence.

Provide your customers with an exceptional experience

eCase ensures your customers are provided with a 1st class digital experience when interacting with your organisation. Correspondence requests are both seamless and secure, and will leave your customers delighted.

How will eCase benefit you?

Automated case logging removes the administrative burden of receiving and distributing information requests.

Configurable reports at the click of a button enables you to build an infinite number of report templates to analyse your performance.

Intelligent case linking alerts you to similar information requests to avoid duplication of work.

Capture requests online and automatically eliminate the onerous and manual effort of logging, triaging, and assigning cases.

Email scraping saves you time by automatically extracting case information from emails.

Send sensitive responses securely and cost-effectively through our secure gateway.

National Archives standard redaction gives piece of mind that sensitive data is easily removed, all within eCase.

Disclosure logs allows you to publish answered requests, reducing the number of duplicate requests.

Standard Lines allows you to accelerate response times with pre-prepared text.

Prebuilt ICO & OSIC compliant reports means quarterly and annual submissions can be produced in seconds.

FIVIUM

All your correspondence types managed in one place.

FOIs and EIRs

Track, manage and action every step of the FOI/EIR process from one comprehensive system.

Data protection & subject access requests

Validate identification documents and log payment, request and collate subject information, whilst keeping track of progress and staying on time.

Complaints

Act upon complaints as they arise. Log every interaction and manage, create and send all responses from just one system.

General Correspondence

Manage all correspondence types, create simple responses, and group similar correspondence, through to approvals tracking and sign-off.

Ministerial correspondence

Handle all types of MC, including No.10 requests, Dear Colleague and more – all the way through to approval and ministerial sign-off.

Parliamentary questions

Get end-to-end Parliamentary Questions management for all PQ types, across all teams, all in one system.

Purpose-built and secure

Working exclusively with public sector organisations, security, quality & sustainability are all baked in by design into eCase. It's also why we've made significant investments in attaining ISO9001, ISO14001 & ISO27001, as well as Cyber Essentials Plus certifications.
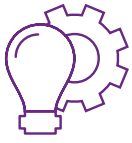
Easy

Industry best practices give you rapid and compliant case management, whatever your organisation's structure.

Comprehensive management of public sector correspondence including FOIs, EIRs, Complaints, PQs, and MCs.

Intelligent algorithmic recommendation engine for case linking, enabling quicker, more informed responses.

Assured

Preconfigured workflows enable DP & IR professionals to focus on the quality of responses, rather than processes.

Transparency, with a granular and comprehensive audit trail of all details and activities relating to cases.

Secure sensitive data by restricting case access and using in-app redaction to control and manage the information you release.

Efficient

Reduce manual effort by creating cases automatically. Manage them throughout the process with standardised mail merge templates for every step. Group similar cases together and respond to them as one.

Manage your team's time effectively through visibility of case targets, case information, progress and outstanding actions at-a-glance so you are always on top of your caseloads and targets.

Key reporting in seconds, not days, with customisable bulk reporting and standardised templates including the FOI reports required by the ICO.

Compliant

Stay up to date with current legislation with automatic updates of new timescales and outcomes.

Better oversight of cases with automated updates for stakeholders straight to their inbox as often as you/they want.

eCase keeps everything together so you can find people and information, quickly share notes and files, get expert contributions and quality assurance; securely, all in one place.

Our core purpose is to make the work of the public sector easier and simpler whilst creating opportunities for our people.

ecase.co.uk • 0800 368 9345