



Objective Connect has provided us with a secure solution to **share large volumes of confidential information securely and efficiently** between our office and independent professional advisers

Public Services Ombudsman for Wales

Empowering the Ombudsman to deliver justice and improvement across the public sector

The Public Services Ombudsman for Wales (PSOW) has legal authority to investigate complaints about public services and independent care providers in Wales. Such complaints are potentially life-changing and serious.

THE CHALLENGE

One part of Ombudsman's work involves seeking advice from independent professional advisers to inform any decision making in investigations.

Prior to Objective Connect, PSOW were sending physical files via courier to seek advice from advisers. The Ombudsman experienced a lengthy process in sending files as well as the costs associated with this. The case files can be voluminous and separate copies may need to be sent to multiple advisers on a case.

THE SOLUTION

Objective Connect has enabled a more efficient and secure way of sending and receiving files by providing an external file sharing application that maintains control and security over any information shared.

PSOW went from taking days to transmit and manage case information down to hours and transformed processes to provide business continuity when working from the office or remotely.

THE OUTCOME

- **Elimination of paper** – The myriad of documents involved in the advice request part of case work are now handled digitally at every stage of the process
- **Rapid response** – No waiting for couriers- documents are delivered in minutes
- **Size doesn't matter** – Management of larger case files is a breeze with a 10GB limit
- **Expansion aims** – PSOW are looking at opportunities to rollout the system across other areas of the office



↓ **£3,843**

saved in courier costs during the first 11 months of Objective Connect usage.



↓ **40%**

reduction in courier costs



Objective Connect has contributed to more **efficient ways of working**