










Creating a new case management system for the OPSS




The Office for Product Safety & Standards (OPSS) regulates a wide range of products, focusing on their safety and integrity.

Their challenge






-  Formed in 2018 and growing at pace, OPSS were operating with outdated systems. Audit control and reporting were problematic. Making system changes was time-consuming and expensive. Various disparate tools were used, including web forms, emails, spreadsheets, and SharePoint.
-  OPSS wanted to future-proof their case management system whilst incorporating support and improvements to day-to-day operations.

Our approach

-  We designed a user-friendly system that would save people time.
-  We established operational working groups to provide guidance and insight into the solution's strategic direction.
-  We adopted a low/no-code solution using Dynamics 365 within Microsoft's Power Platform.
-  MS tools were combined into one platform, including SharePoint Online, Power App, Power BI, Dataverse, Outlook email, MS Teams, and Office 365.
-  We merged the features of the legacy systems into a single case management system. This avoided duplication of information and facilitated data sharing between OPSS teams.

-  We integrated with the public-facing Product Safety Database to enable notifications to be generated more rapidly. As a result, the public are informed of any product that the OPSS has deemed unfit for sale.
-  Power BI reports were built to mimic the legacy system interfaces, providing access to this historical data and de-risking the likelihood of introducing erroneous or low-quality data into the new system.
-  We established a dedicated end-user helpline channel for business-as-usual users, allowing us to support live features while continuing to develop new functionality rapidly.

Results

-  We delivered an accurate and reliable user-friendly system that minimises data duplication and saves case handling time.
-  All teams now have bespoke solutions that draw on a central repository of information.
-  Users no longer need to leave the system to complete tasks; applications like Outlook are now integrated into the case management system.
-  Role-based user access means that data security is woven into the solution meaning users only see case details appropriate to their needs.
-  We have designed the solution to be as extensible as possible, moving beyond core case management functionality to encompass a broader scope of features for the wider community on the periphery of casework.

“The custom build internal case management system that Triad have built for OPSS (from inception through to the present) has provided significant cost savings and organisational benefits.

The team have worked tirelessly in a complex space to understand the needs of users and the wider business, ultimately enabling OPSS to become a better consumer product regulator. Not only this, but they have built strong relationships to support the iterative development of the system. It has been a joy to work with the team on such an impactful project!”



**Bruce Fanshawe, Head of Digital, Data & Technology,
Office for Product Safety and Standards**

Their story



Office for Product
Safety & Standards

The OPSS Border Profiling Unit (BPU) uses a case management system to assess the risk of all consignments entering the UK at the border. However, with a rapidly expanding workforce, their outdated systems became disparate, inefficient, and hard to audit.

Championing OPSS Digital

We established a Digital Community of Practice to encourage digital development, including adopting Agile working methods across OPSS Digital. We also developed a change management process to enhance the solution while building new features.

Creating a single source of truth

OPSS now have a centralised, low-code solution that provides a single data source for OPSS's case management.

Protecting UK consumers

The centralised system drives intelligence gathering and trend analysis capabilities, enabling OPSS to become more proactive in removing harmful products from the marketplace.

Retiring legacy systems

OPSS can now retire legacy systems, significantly reducing the overhead and complexity of its technology estate.

Wider business support

Due to the extensible nature of the solution, more features are supported beyond those covered by the initial legacy solutions:

- Laboratory test engineers can track items and record tests conducted.
- Stakeholder engagement can be captured to build a full picture of all communication.
- Intelligence reports and whistleblowing activities can be disseminated to enforcement officers in real time.
- We included risk assessment work undertaken by the Border Profile Unit to aid decision-making and help intercept more unsafe products at the UK border.



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