



jigsawtree

business improvement is a journey not a race

eAdviser  
Champion



## How can you become an eAdviser Champion on Intelligent Office?



[www.frenkeltopping.co.uk](http://www.frenkeltopping.co.uk)

### Key Benefits

#### 1. Building Efficiencies

Ensuring efficiencies in working practices are harnessed through best practice methods which are adopted by the whole business.

#### 2. Focus on key areas

By outsourcing their income reconciliation, Frenkel Topping can ensure staff are now focused on key objectives of client service.

#### 3. Clean Data

Through data cleansing of key areas of iO Frenkel Topping can ensure all business processing is clear and concise, with accurate data.



After using Intelligent Office for 18 months we came to the realisation that we needed help in re-implementing the technology to ensure we were gaining efficiencies in all areas. Jigsaw Tree's Project Work has allowed us to focus on specific areas of iO that needed better alignment and through a collaborative approach we now have a system that is delivering to our Best Practice.

– **Clare Harrison, Commercial Manager**  
Frenkel Topping

## Key Services

- Income Reconciliation
- Process Mapping
- Workflow and Service Case Status Set Up
- Data Cleansing

Frenkel Topping provide quality financial advice, support and recommendations; predominantly to the recipients of clinical negligence and personal injury awards.

Due to the complexity of the services Frenkel Topping carry out for their clients they realised that the original implementation of Intelligent Office (iO) was not delivering the efficiencies the business required.

Too many Workflows and Service Case Status transitions had quickly become a hinderance to business processing rather than an enabler. Jigsaw Tree ran a series of workshops to map out their Best Practice processes and these were translated into new Workflows and Service Case Transitions. A data cleansing exercise was also carried out to ensure the quality of the data was improved and better MI could be gained.

Jigsaw Tree also provide Outsourced Income Reconciliation in order to allow the business to realign its staff onto client facing work, with confidence that competent resources have been allocated to this function.



Please contact us so we can discuss your requirements:

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