

# KINGS LYNN AND WEST NORFOLK SELECT ASPIREVIEW KEY LINES OF ENQUIRY MODULE

London, UK – September 24, 2009

SunGard Public Sector today announced that Kings Lynn and West Norfolk are the latest Local Authority to adopt the Aspireview Performance Management Key Lines of Enquiry (KLOE) module. The Local Authority has now purchased the full suite of SunGard Public Sector's Housing Benefit products and services, assisting them with the management and submission of their SHBE file to the DWP, the planning of their intervention campaigns as well as their ongoing performance management. Operating out of four locations, Kings Lynn and West Norfolk currently manage a caseload in excess of 21,800 Housing and Council tax benefit claims and employ nearly a staff of 50.

Revenues and Benefits manager for Kings Lynn and West Norfolk Jo Stanton said, "We are delighted to have selected the Aspireview KLOE module to assist us in assessing and monitoring the criteria as set out by the Audit Commissions

Key Lines of Enquiry. Aspireview is now central in creating our cycles of continuous improvement throughout our service."

Kings Lynn and West Norfolk also use SunGard Public Sector's Bridge to assist with their SHBE submission to the DWP, Intercept Risk to plan their intervention campaigns and Aspireview to underpin and manage their key performance indicators. Adding the Aspireview KLOE module will help them self assess and prepare for any inspections.

Laura Leicester, housing benefit manager at Kings Lynn and West Norfolk, added: "We have seen both efficiency and service improvement utilising the products and services that SunGard provide. We are constantly striving to improve our service and the addition of the Aspireview KLOE module will help us to achieve this in relation to inspections. "



Ray Fielding, CEO of SunGard Public Sector's Aspireview business unit, commented:

“Our performance improvement consultancy capabilities, combined with our software tools, have helped Kings Lynn and West Norfolk drive service delivery with exceptional results.”

### **About SunGard Public Sector UK**

SunGard Public Sector UK serves a wide range of customers - public safety and justice agencies, local and central government and third sector organisations. Solutions include public safety and justice applications as well as systems integration, outsourced managed services, professional services, business process improvement and management consulting.

SunGard Public Sector was awarded the Queen's Award for Enterprise in the Innovation category 2008, for its continued development of public safety systems, contributing to control room improvements and thereby helping save lives. In the UK more than 40 million citizens are served by agencies that rely on SunGard Public Sector solutions. Visit SunGard Public Sector UK at [www.sungardps.com/uksolutions](http://www.sungardps.com/uksolutions).

### **About SunGard**

SunGard is one of the world's leading software and IT services companies. SunGard serves more than 25,000 customers in more than 70 countries.

SunGard provides software and processing solutions for financial services, higher education and the public sector. SunGard also provides disaster recovery services, managed IT services, information availability consulting services and business continuity management software.

With annual revenue exceeding \$5 billion, SunGard is ranked 435 on the Fortune 500 and is the largest privately held business software and services company on the Forbes list of private businesses. Based on information compiled by Datamonitor\*, SunGard is the third largest provider of business applications software after Oracle and SAP. *Continuity, Insurance & Risk* has recognized SunGard as service provider of the year an unprecedented six times. For more information, please visit SunGard at [www.sungard.com](http://www.sungard.com).

\*January 2009 *Technology Vendors Financial Database Tracker* <http://www.datamonitor.com>

For further information please contact **James Hilton**  
Tel: +44 (0)207 398 1830 or Email: [james.hilton@sungardps.com](mailto:james.hilton@sungardps.com)  
[www.sungardps.com/aspiren](http://www.sungardps.com/aspiren)