



Case Study:

Leading-edge tools to optimize the efficiency of Quebec's Protecteur du citoyen (ombudsman)

The role of the Protecteur du citoyen is to monitor and correct negligence, errors, injustices, or unfair treatment of citizens by the departments and agencies of the Quebec government. The agency is independent of the government; it receives and handles complaints from individuals or groups of people. To fulfill its mandate and manage approximately 20,000 complaints it receives every year, the agency depends on an efficient and user-friendly database.

In 1993, the agency implemented a "case management" computer system. Throughout the years, adapting this system to meet increasing service demands in a cost-effective manner has been a challenge. In 2003, the Human Resources and Administrative Branch was given the mandate to overhaul the system, to make the most of technological advances and facilitate system maintenance and upgrading. In 2004, the Protecteur du citoyen retained Fusepoint to design, implement and maintain the new system after assessing the company's expertise and its team's professionalism during an initial mandate to conduct a preliminary analysis and system architecture review.

The new system implemented by Fusepoint handles the new business processes, the growing demand for management information and the production of reports, and meets the budgetary constraints established for the system's design and growth. Thanks to this new high-performance system, the Protecteur du citoyen's staff can now process and analyze the complaints received more efficiently.

"Thanks to Fusepoint's team of professionals, we now have a new "case management" system that is reliable and user-friendly and that is well-adapted to electronic data capture. This leading-edge tool enables our staff to intervene more efficiently in the resolution of complaints lodged by citizens."

Philippe de Passillé,
Computer Resources
Officer

Objectives:

- Meet the need for a system that integrates new administrative processes, while minimizing staff learning curve.
- Enable quick access to reliable management data by converting current data in accordance with the desired changes in business processes.
- Improve complaint processing efficiency by eliminating physical case files.

- Enable data capture for all components of the complaints lodged, thus improving reporting ability significantly.
- Implement new technological infrastructures – Web server, Oracle database server, and .Net as a development infrastructure.

Results:

- Improved management of "institutional memory" – all information from the complaints is now accessible electronically through the central database.
- Better follow-up of cases and indicators on the processing of complaints received.
- Improved monitoring of the quality of the services provided by the departments and agencies.

Strategic Approach:

- Integrate all business processes involving complaint management in a user-friendly Web transaction application that is available through the Protecteur's Intranet.

**To find out more, please visit our Web site at:
www.fusepoint.com or call 1.877.387.3764**