



An tOmbudsman Seirbhísí
Airgeadais agus Pinsean

Financial Services and
Pensions Ombudsman



F I N A N C I A L
S Y S T E M
M E D I A T O R

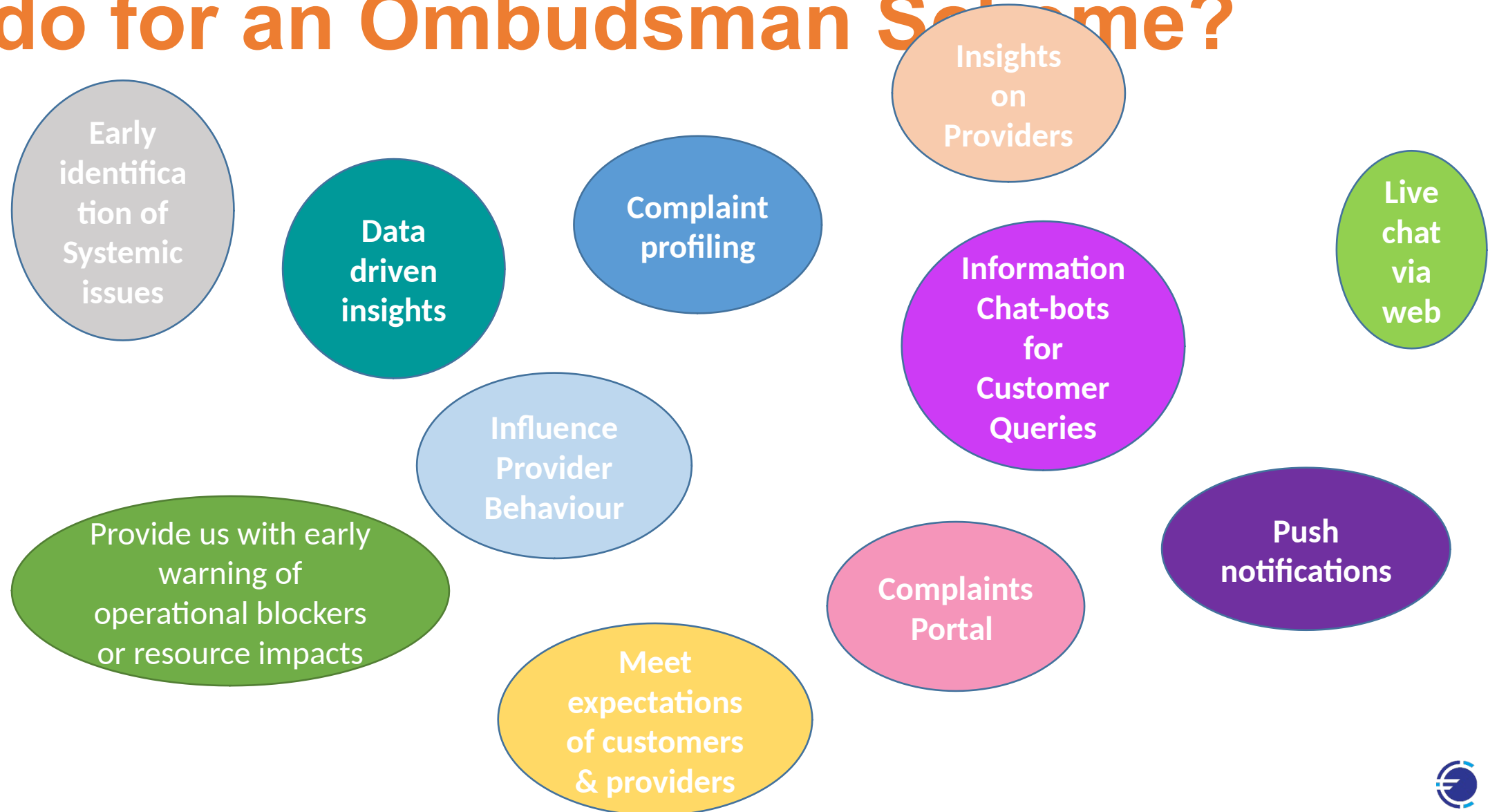
Financial Sector
Towards the 4th Industrial Revolution
10th Annual Conference
Presentation by
Ger Deering
On the Impact of technology on the
Financial Services and Pensions Ombudsman
Ireland

The Innovation Drive in the Irish Public Sector

- Central Government driving the public sector to develop an innovative mind-set
- A cross-sectoral Innovation Network has recently held its first session
- Centralised procurement body has launched frameworks for Robotic Process Automation
- Public Service Training Body offering *Innovation and Collaboration for Growth*
- Innovation champions from other European countries have been invited to present to Senior Public Servants
- Universities are offering postgraduate courses in Innovation
- From 2020, Civil Service departments and their agencies will be required to report centrally on innovative initiatives

Technology will be at the heart of the innovation drive

Technology as an enabler.. What can it do for an Ombudsman Scheme?



The Impact of Technology, our experience to date

- In 2018, the FSPO launched our strategic plan 2018 to 2021 with the overarching strategic theme of enhancing the customer experience
- We see technology as a key driver and enhancer of that customer experience
- Key initiatives;
 - Online Complaint form (40%)
 - Process mapping project leading to the development of additional Case Management System stages which provide granular data for analysis
 - Operational Quality Assurance Review and analysis of the actual rather than expected service provision
 - Business process enhancements through technology- in-house script development and implementation to speed up the creation of new complaints reducing the time lag from receipt to entry into CMS from 2-3 weeks to same business day
 - Testing of new scanning hardware to reduce manual operation times

The Impact of Technology, our experience to date

- Procurement competition recently concluded for the roll-out of high standard CMS integrated photocopying and scanning equipment
- Roll-out of additional pc hardware with 2nd screens with larger capacity to improve document management
- Development of management information through Power Bi Application showing real time complaint throughput and resource assignment information
- Development of detailed Provider Data Analysis Reports for Senior Management engagement with Banking Sector CEOs
- Expansion of IVR phone operation system to enhance analysis of communication channel
- Online searchable database of decisions to enhance public awareness and increase transparency

Where do we want to get to?

- Complaints Management Solution
 - Procurement Project for new CMS solution for the FSPO to enhance the way we do business;
 - Complaints portal with self-service functionality for customers to raise, track and interact with FSPO
 - Provider Portal to react, upload and manage multiple complaints
 - RPA- Robotic Process Automation for creation of new complaints to include seeking and receiving required documentation
 - Increased multi-channel communication options;
 - Customer driven choice
 - Messaging and push notification
 - Information chat facilities
 - Automated process guidance for complaint handlers
 - Realtime management information for managers
 - Increase audit and security controls
 - Inbuilt quality assurance framework

Where do we want to get to?

- New website with mobile application
- New telephony system with full CMS integration for enhanced record management
- Accessibility review planned with focus on digital and flexible channels of communication
- Move to M365 to enhance functionality and introduce team spaces, messaging forums and knowledge sharing

Limitations of technology



- Technology will not replace human interactions at FSPO
- Our customers appreciate and need real interactions with real people
- We will use technology to enhance not define our customer's experience

