

APPLICATION PROCESSING

CASE STUDY

Charities Commission reaching people

Facing an anticipated deluge of documents and enquiries from Charitable organisations nationwide, the Charities Commission needed to manage it's business processing requirements, and awarded it's tender to Converga.

The business

The Charities Commission – Komihana Kaupapa Atawhai – is responsible for registering and monitoring charitable organisations in New Zealand. It will also provide support and education on good governance and management to the charitable sector.

The issue

Under new legislation, charities wanting to ensure they retain their tax-exempt status have until 1 July 2008 to register with the Charities Commission.

The Commission began accepting registrations on 1 February 2007, with an expectation of receiving up to 25,000 in total – as well as a significant number of queries from charities and the general public. With such a huge anticipated workload, the Commission had to ensure:

- › **it had the capacity and capability to manage the start-to-finish process effectively**
- › **it could offer a responsive, reliable and secure registration process**
- › **all registration information was correct and met Commission and legal requirements**
- › **it provided an enquiry contact point for charities and the public.**

The solution

Recognising that setting up the Charities Register from scratch would require a major investment in capital, equipment and staff resources, the Charities Commission chose to outsource the initial screening for its registration processing and its contact centre requirements to Converga.

The contact centre, complete with fully trained personnel, began operating on 1 November 2006, and by 1 February 2007 Converga had capabilities in place to handle the initial screening for the registration process.

This included receiving applications via post, email and the Commission website, notifying the Commission of errors for follow-up, scanning hard copy applications and other documents and uploading registration information to a Charities Commission directory.



“ Converga is a key support to the Charities Commission team. They have made it easier for us to implement the charities’ registration process – providing a responsive service that enables us to get on with our core business ”

Barry Hayman,
Charities Commission
Corporate Services Manager

APPLICATION PROCESSING

The benefits

The Converga solution has enabled the Charities Commission's needs to:

- › deal effectively with large volumes of highly complex registrations
- › make information easily available to charities and the public, by phone and online
- › provide a responsive service without an expensive investment in infrastructure and personnel
- › track and obtain online versions of completed documentation within 48 hours of Converga receiving it.

The Converga service:

- › a 'back-office' registration processing system – from application receipt to online publication of a charity's details
- › a contact centre to handle enquiries from charities and the public
- › 48-hour turnaround from receipt to uploading.

Now and the future

With the registration process and contact centre operating effectively, Converga and the Charities Commission are exploring further opportunities.



The Converga difference

At Converga, we work in partnership with your business to develop a tailored solution that suits your needs. Converga Application Processing has been the foundation for many successful product launches and campaigns including Fly Buys, AA Rewards and BNZ/Air New Zealand's Global Plus.

We have continued to enhance and upgrade our solution and invest in technology platforms that will drive further process efficiencies and benefits for our customers.

CASE STUDY

Auckland

18 Pukekiwiri Place
Highbrook
Manukau 2013
Private Bag 14908
Panmure
Auckland 1741
T. +64 9 271 8420
F. +64 9 271 8371
E. info@converga.co.nz

Wellington

1 Victoria St
Petone
Lower Hutt 5012
PO Box 31249
Lower Hutt 5040
T. +64 4 570 7499
F. +64 4 576 4942
E. info@converga.co.nz

Christchurch

Unit B Dalgety Centre
107 Blenheim Rd
Addington
Christchurch 8041
PO Box 1998
Christchurch Mail Centre
Christchurch 8140
T. +64 3 343 7625
F. +64 3 343 5443
E. info@converga.co.nz

