



## ***Transport for London***

- ***Automated, highly complex and extensive legal procedures.***
- ***Bespoke software costs were 75% less than the packaged alternative.***
- ***Vastly reduced running costs.***
- ***Timescales reduced from months to days.***
- ***Improved quality of information.***

## **Case Study**

### **Introduction**

Transport for London produces legal notices for the compulsory purchase of land needed to deliver London Underground improvements.

They needed a system to manage and deliver appropriate, timely information throughout each project life cycle. The new system needed enough capacity to process and deliver the thousands of compulsory purchase notices required by each improvement scheme.

### **The Business Challenge**

Transport for London asked Symbiosys Business Solutions to design, develop and implement a software solution to significantly reduce manual tasks and running costs within a tight timescale and budget.

The existing procedures were highly complex, time consuming and costly. In the course of securing compulsory purchase powers, the same or similar information could be fed into paper-based or computerised systems up to five times.

### **The Symbiosys Business Solution**

Symbiosys worked closely with Transport for London in developing Cerberus, a full, compulsory purchase management system. It administers the necessary consultation, promotion and implementation procedures to obtain essential, compulsory purchase orders for land affected by tube line or station improvements.

Cerberus needed to be compatible with Phoenix, an existing compensation payment system, while accommodating a sizeable workload:

- ***Managing all the data relating to thousands of claimants affected by each project.***
- ***Importing and verifying proprietary, ordinance survey based reference data for the Graphical Information System (GIS).***

- **Fully integrating with GIS to:**
  - **Ensure all land is thoroughly recorded.**
  - **Dynamically obtain detailed survey plans.**
- **Providing word processing to create or alter numerous, notice documents.**
- **Intelligently selecting appropriate and timely notices.**
- **Automatically printing notices, including the associated survey plans.**
- **Providing document management for notices after they have been served.**
- **Issuing emailed, deadline reminders and escalations to relevant personnel.**

## **The Result**

Now, paper based information is only entered into the system once, via electronic import, rather than five times, by hand. The same data is used throughout the entire process resulting in vastly improved efficiency, data integrity and information quality.

The process of incorporating information to produce a notice document used to be measured in months. The introduction of Cerberus has reduced this timescale to days and brought enormous savings in running costs.

The entire project cost 75% less than the packaged, software alternative.

## **The Recommendation**



***“We were impressed with the Symbiosys approach to the Cerberus project from the outset. They are not only knowledgeable and professional, but are genuinely enthusiastic and take pride in their work.”***



Andy Huntley, IT Manager, Transport for London