

Integrated Services for Insolvency and Trustee Matters

Transforming Legal Services for the Public



The Insolvency & Public Trustee's Office (IPTO) is a department under the Ministry of Law in Singapore committed to the continuous pursuit of excellence in providing insolvency and trustee services.

IPTOBis and IPTOeSvc are two systems that aim to provide a seamless flow of data and processes to improve the efficiency in processing insolvency and trustee matters. The IPTOeSvc offers the public a comprehensive list of eServices and mobile services to facilitate online access to IPTO's public services.

SIMPLIFYING COMPLEX BUSINESS RULES FOR SERVICES

Insolvency and trustee matters, in the same degree as any other legal systems, are entrenched in a web of complex processes. IPTO recognised the difficulties in translating complex business domain requirements into business rules for effective e-Services. Migrating and converting data from legacy systems to new technologies were also a challenge, especially in this field where it is critical that records are documented accurately and even stored securely. Also, in consideration of the general public's unfamiliarity with legal terms and processes in most cases, the e-services to be rendered must be easily understood and used. Hence, for the systems to be effective, it was critical that business rules and processes were simplified and automated in ways that are comprehensible for the public.



CHALLENGES

- Translating complex business domain requirements
- Migrating and converting data from legacy system
- Simplifying complex business rules and automating the business processes

SOLUTION

- IPTO Business Information System (IPTOBIS) and IPTO eServices (IPTOeSvc)

BENEFITS

- Improved operational efficiencies to meet the increasing business demands and requirements
- Streamlined processes in processing insolvency and trustee matters.
- Increased convenience to the public

INTEGRATED SOLUTIONS FOR SEAMLESS WORKFLOW

NCS introduced a host of web-based technologies to build the IPTO Business Information System (IPTOBIS) and IPTO eServices (IPTOeSvc) that allows for web-based solutions to be easily deployed. Technologies and solutions adopted in the development of the systems included Weblogic Enterprise Platform, Elixir Reports, and Documentum, Oracle Database and Sun Solaris. The solutions' compliance with Singapore's Public Service Infrastructure (PSi) was also an important consideration during the development.

The IPTOeSvc offers a comprehensive list of eServices and mobile services to facilitate online access to IPTO's public services. The IPTOBis is a system incorporating workflow and case management functionalities to improve the management of corporate insolvency cases, case accounting and asset realization processes to meet the increasing business requirements. Both systems were integrated together for a single point of access for seamless flow of data and processes to ensure speedier turnaround time in processing insolvency and trustee matters to the public.

Through compliance with PSi, the solutions allowed for authentication through SingPass, a national authentication ID in Singapore, where residents can use this unique identification to access most if not all public e-services. The systems were also integrated with banks for ease of payments for the users.

EASE OF MANAGING INSOLVENCY AND TRUSTEE ISSUES ANYTIME, ANYWHERE

With the simplification of business rules and processes, the e-services greatly enhanced efficiencies for IPTO in servicing the public for insolvency and trustee issues. Individuals and businesses can easily ascertain bankruptcy status of individuals and companies. The operational efficiencies through streamlined processes within IPTO also allow resources to be channelled towards efforts in providing higher levels of services to the general public.

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User-friendly interfaces for public services



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