

Revenues & Benefits

The complex made simple

IEG4's Revenues & Benefits solutions help councils deliver faster, smarter and more connected online services for citizens and staff.

From Housing Benefit and Council Tax Support to Council Tax and Business Rates, intelligent forms and workflows reduce manual handling, improve data quality and connect directly to existing council systems.

Make digital the natural first choice for citizens while reducing the administrative burden on Revenues & Benefits teams.

1.7 million+

Revenues and Benefits forms processed

Digital first

Dynamic forms support channel shift

Connected

Integrates with existing operational systems

Automated

Eligible Council Tax processes progress from validation to account update

Why councils choose our solutions

- ✓ Deliver real channel shift with intelligent, device-compatible forms
- ✓ Improve first-time-right submissions with dynamic questions and validation
- ✓ Support complex Benefits and Welfare journeys digitally
- ✓ Reduce fraud and error through real-time smart validation
- ✓ Give teams control over form content without relying on IT resource

Built for operational impact

- ✓ Automate eligible Council Tax processes from submission to completion
- ✓ Connect transactions with existing Revenues & Benefits systems
- ✓ Pass form data, PDFs and supporting evidence into the appropriate case or account
- ✓ Automatically create and allocate workflow tasks
- ✓ Use Power BI-enabled reporting to understand demand, completion, abandonment and service performance

“We wanted a reliable system that would simplify a complex process and be easy to use. The IEG4 solution achieves this, helping us to quickly and efficiently assess entitlement.”

[Discover Revenues & Benefits →](#)

Alasdair Bruce
Service Delivery Manager
[The Highland Council](#)

LATEST CUSTOMER STORY

South Cambridgeshire District Council increases efficiency with digital Benefits forms

See how South Cambridgeshire District Council increased digital take-up, reduced manual administration and accelerated Benefits processing with IEG4's intelligent digital forms.

[Read the South Cambridgeshire case study →](#)

75%

Digital Benefits form use following implementation

3–5 days faster

New claim processing

What our Revenues & Benefits solutions do



Intelligent Digital Forms

Dynamic, device-compatible forms adapt to each citizen's circumstances, simplifying complex journeys and improving submission quality.



Benefits & Welfare Services

Support digital journeys across Housing Benefit, Council Tax Support, Free School Meals, changes of circumstance, Full Case Review, Universal Credit information and more.



Council Tax Automation

Automate eligible Council Tax processes through validation and back-office updates, reducing manual intervention where the relevant integration is available.



Dynamic Evidence

Tailor evidence requirements to each citizen, with secure online upload for supporting documents and Fast Track functionality where appropriate.



Workflow & Task Management

Automatically create, allocate and track work from online submissions, helping teams manage workloads and keep processes moving.



Connected Back-Office Services

Connect digital transactions securely with existing Revenues & Benefits and document management systems, passing data and evidence to the appropriate case or account.



Reporting & Insights

Use Power BI-enabled reporting to understand demand, completion, abandonment, integration performance and wider service trends.



Smart Validation & Fraud Reduction

Use real-time validation, including bank account checks and back-office authentication, to improve data quality and help reduce fraud and error.

Useful resources

Explore Revenues & Benefits

Discover how IEG4 supports councils across Benefits, Council Tax, Business Rates, digital evidence, workflow and automation.

[Explore the solution →](#)

Read the customer story

See how South Cambridgeshire District Council increased digital take-up and reduced administration using intelligent Benefits forms.

[Read the case study →](#)

Ready to modernise your Revenues & Benefits services?

Deliver smarter online services, reduce avoidable contact and connect citizen transactions directly into the systems your teams rely on.

[Request a demo →](#)

ieg4.com/solutions/revenues-benefits/