

Case360

Managing Business As It Happens With Adaptive Case Management

Today's successful companies don't just compete on their products or services alone, they compete on process - how they deliver those products and services. Not every process can be neatly defined though. You know your goals and the information or steps required to make decisions and deliver the work, but how the work gets done may vary based on the unique situation or customer. Whether you need to open accounts, process claims, or maintain county property records, you need to know who has the work item, what has happened, where the documents are, and what's necessary to get the work done.

How can you do that?

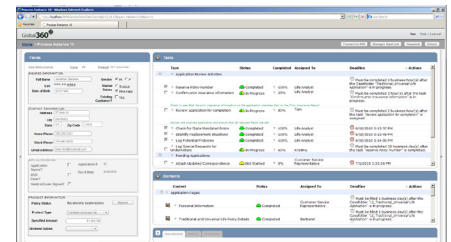
Increase knowledge worker productivity

Organizations are turning to adaptive case management to better serve knowledge work requirements, reaching beyond traditional technology and mindset to be more dynamic and collaborative. Case360 solutions enable a shift from the predefined, model-driven approach of traditional business process management to providing user-focused capabilities that allow people to adapt to business in real time; including:

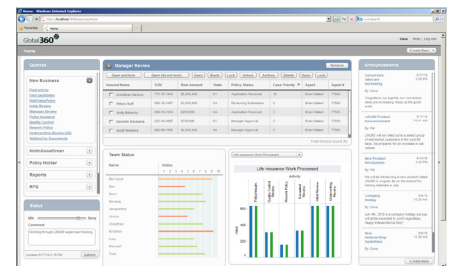
- » **A central coordination and access point.** All of the tasks, processes, documents and other artifacts are organized through an integrated electronic casefolder environment that lets you progress the case and understand the overall case status at a glance.
- » **An adaptive platform to make changes on the fly.** Rich template design tools support event triggered automation, in addition to interactive tasks. Rules can automatically trigger action when external events occur like a phone call, email, or letter to move the case work along. New ad-hoc tasks and documents can be added, either selected from a menu or defined as business happens.
- » **Document-awareness.** Data plays a critical role for knowledge workers and requires tight integration; when a document is added or updated or approved, the case is made aware of that event and can take action on it automatically.
- » **Performance visibility.** Critical business monitoring and analytics, so important to any productivity solution, are integrated with adaptive case management capabilities.
- » **Support for conventional processes too** with workflow automation for structured processes, application integration, business rule support, and more.

Benefits

- » Improve productivity for the most complex structured and unstructured processes
- » Eliminate manual coding for design and user application development
- » Speed user adoption and productivity with configurable user-centric applications
- » Reduce manual workarounds with advanced document integration
- » Enable execution and management of knowledge work with configurable case folders
- » Gain real-time insight into people, process and business performance
- » Make changes on-the-fly to meet changing business conditions



Configurable Electronic Case Folders



User-centric Views

Case management presents a better way to accomplish work, dealing with unpredictable, and complex problem areas like customer service requests, incident management and investigative processes that can provide differentiation for your business.

Experience the leading Case Management solution

Configurable Case Folder

- » Configure, don't code, to meet your specific business requirements
- » Enables a Persona-based "single view" of a business entity, including data, documents, threaded discussions, tasks and histories
- » Provides robust data model support
- » Serves as a historical record for long running relationship

Enterprise Document Access

- » Treat all content as equal regardless of source
- » Conduct federated searches across multiple content repositories including Microsoft Sharepoint 2007/2010, IBM Filenet P8, and EMC Documentum Content Server 6.5
- » Native viewer used across all repositories
- » Extensible architecture to create custom EDA Connectors to other systems

Collaborative Document Management

- » Built-in support for both high volume transactional content as well as content collaboration
- » Configurable retention and records management rules by document type to support retention policies
- » Supports all electronic file types
- » Document capture with full text and index search capabilities
- » Intuitive document linking includes versioning, access control, assignments, deadline and other metadata
- » Electronic document and forms support
- » Secured and validated content storage ensures that documents can be validated for compliance

Process and Task Management

- » Fully capable BPMS process engine for structured human and system processes
- » Task management with deadline and assignment
- » Process design environment based on Microsoft Visio 2003/2007/2010
- » Import Visio drawings for conversion to actionable processes

Integrated Analytics

- » Provide visibility into both historical and near real-time performance of your business
- » Monitor process, case and team activity and performance levels

Designed for Enterprise

- » Features a highly scalable and reliable process engine
- » Proven scalability to capture hundreds of thousands of documents per hour
- » Leverages industry standard application servers, databases and authentication mechanisms
- » Support across enterprise departments and application areas

Gain control to change how work gets done

Global 360's case management solutions help you manage your unstructured unpredictable processes, typically your most expensive and complex processes. Our solutions relate independent documents across the enterprise into a single virtual folder or 'case'. You gain visibility and control over these cases whether it's a defined process, ad hoc process, or a combination of both.

Global 360 solutions give each knowledge worker unique "views" of the data, documents, tasks information and capabilities they need to do their job – improving their experience as well as the interaction and collaboration between all of the participants in a process. By changing the way work gets done, your organization can meet business performance goals, and exceed the service expectations of your employees, customers and partners.



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