



IBM **Information Management** software

ObjectBuilders, Inc. Case Management – Mobilizing Government

Partner Solution

■ **Target Industry**

Government

■ **Business Application**

Unified Case Management

■ **Products**

IBM FileNet Business Process

Manager

IBM FileNet Content Manager

Business Challenge

Government case management revolves around the execution of critical decisions that affect people's lives. Case management personnel must manage complex, multi-stage tasks that involve the coordination of a wide range of departments, agencies and pull information from multiple sources. To complicate this, case workers often must work remotely, away from the central office and systems.

Having access to information enables case workers to make accurate and defensible decisions. Clearly defined, streamlined and automated business processes enable case workers to serve their constituents in the fastest and most efficient manner possible.

Solution

ObjectBuilders' Case Management – Mobilizing Government solution provides access to a comprehensive knowledge base of integrated information that is required by case workers — whenever and wherever they are. The solution is fully functional whether workers are completely disconnected from or connected to the network.

Additionally, it has core capabilities rooted in sophisticated event

management for proactive monitoring of data sources, ensuring workers are using the most current information that's available.

The solution is 100 percent configurable, making it ideal and accessible to the full realm of government agencies requiring case management functionality, such as: Human Service, Human Relations, Environmental, Healthcare, Welfare, Field Inspections, Financial, Legal, Law Enforcement, Permitting, Licensing and Telework.

The solution contains modules and templates needed to configure the system to meet customers' specific requirements.

- **Intake:** Allows cases to be initiated from custom intake screens that can be designed to accommodate each type of case.
- **Events/Rules Processing:** Upon the launch of a case or committal of a document to the repository, certain system activity may be required and is automatically performed by a built-in rules engine that executes the predefined business rules.
- **Workflow/Business Processes:** Some cases may launch processes or sub- processes that are required to be executed as part of a case



lifecycle or as part of a certain case status. These processes or sub-processes leverage the workflow process engine associated directly with the case.

- **Query/Reporting:** Fully customized reports and dashboards can be created from pre-existing templates.

Value Proposition

Case Management – Mobilizing Government by ObjectBuilders provides case workers with a solution that streamlines case management processes for better and faster decision making, enabling organizations to deliver responsive citizen-centric services in the most cost effective and efficient manner.

Benefits of the solution include:

- Automates and streamlines cases across multiple agencies or departments
- Increases integrity and consistency of processes
- Improves real-time visibility into processes and case status
- Eliminates multiple data entry, manual touch points and paper
- Enhances productivity of the case worker both in the office and in the field

Additionally, the solution meets or exceeds all Performance Based Acquisition Models and can be delivered to the requested specification within 30-60 days after specification approval.

The solution ships with productivity tools that enable users to become and remain self-sufficient. This empowers users to easily maintain and modify the solution, as needed, for improved responsiveness to procedural change.

The ObjectBuilders Case Management – Mobilizing Government solution is entirely assembled and deployed in XML, one of the most open and flexible standards available. In addition to significant time and cost savings on solution delivery, the total cost of ownership is greatly reduced.

Company Description

ObjectBuilders is a leading provider of XML based solutions for Enterprise Content Management (ECM), Business Intelligence (BI) and Business Process Management (BPM) software. ObjectBuilders solutions are 100 percent assembled Composite Applications that can leverage and enhance your existing investments, infrastructure and SOA initiatives. ObjectBuilders Software Factory is an onshore service alternative to offshore development. “Try Before You Buy” is our guarantee that your solution will be delivered exactly to your specification. Headquartered in King of Prussia, Penn., ObjectBuilders has served the needs of Global 2000 organizations for more than 14 years.

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