



Oceanus Case Management Solution (CMS)

Partner Solution

■ **Target Industry**

Cross Industry

■ **Business Application**

Case Management

■ **Products**

IBM FileNet Business Activity Manager

IBM FileNet Business Process Manager

IBM FileNet Capture

IBM FileNet Content Federation Services

IBM FileNet Content Manager

IBM FileNet Image Manager

IBM FileNet Process Analyzer

IBM FileNet SharePoint Integration

IBM FileNet Storage Connectors

IBM FileNet System Manager

IBM InfoSphere Content Collector

IBM InfoSphere Enterprise Records



Business Challenge

Corporations are united in the many business and economic issues they're currently forced to address. Mergers and acquisitions are commonplace and result in companies merging brands, integrating disparate computer systems and streamlining business processes. The window of market opportunity has diminished from years to months, requiring speed and flexibility in design and production of products. Government regulations and social conscience are forcing companies to execute Green Strategies as part of doing business. These challenges mean companies need agile computer systems that allow for flexible processes which can be easily modified to reflect changing business environments and compliance mandates.

The technology which supports these business processes must be robust, flexible and agile. They must integrate disparate systems and content silos and streamline business processes, while maintaining a seamless experience for the customer. To this end, there is a great need for agile computing solutions which empower business users and shorten development cycles. This agility helps support innovation via flexible processes, which can be easily altered to reflect changing business environments and compliance mandates.

By saving paper, optimizing business processes, scheduling work to off-peak times, reducing operational costs and increasing IT's capacity the solution also enables companies to support green IT strategy and sustainability initiatives that help reduce environmental impact and CO2 emissions.

Solution

Oceanus' Case Management Solution (CMS) brings three core technologies together to provide a robust case management environment. CMS is built to leverage the IBM Enterprise Content Management (ECM) suite of products, which can securely store millions of documents that can be quickly and simultaneously viewed by all authorized users. The structured and unstructured documents required to complete a case may be inbound (from the customer) or outbound (to the customer) and include scanned correspondence, emails, web forms, SMS messages, photos, video, faxes, records of telephone calls, output from third party systems - PDF, XML, HTML, CSV, etc.

CMS provides a dynamic electronic case folder with links to all the relevant pieces of information required to complete an item of work. It includes all records of interactions and contextual information such as case

notes, audit logs, completion codes, routing information, security and supporting customer data from other business systems.



CMS supports work processes, escalating and reallocating resources as required. Users are presented with cases through a set of prioritized work queues. As they pick up an open case, all of the necessary information is made available to them, enabling them to complete the required stages. Checklists can be used to guide workers through any number of steps. Processes are highly configurable and can be strictly defined, or made more flexible depending on a user's privileges.

Value Proposition

Oceanus' CMS provides an infrastructure that dramatically improves work efficiency, customer service, regulatory compliance and business measurement and control. CMS gives organizations the tools to balance workloads, make informed decisions and demonstrate compliance.

CMS is an out-of-the-box solution that quickly integrates into an organizations existing infrastructure and delivers immediate results. The solution enables clients to leverage strong business process management (BPM) capabilities without the long design and lead times typically associated with these types of projects. CMS has an intuitive user interface, which minimizes training requirements.

Implemented using a proven methodology based on an entirely fixed price model, CMS solutions are typically delivered within 8-12 weeks and can provide a strong return on investment, commonly experiencing an 18-month payback.

CMS' central repository approach ensures complex data is not siloed, but rather forms a common knowledge base that is accessible throughout the enterprise. This is particularly beneficial when customer interactions span front and back office departments, suppliers, and/or regulatory bodies.

By removing the geographic constraints traditionally associated with the processing of documents, CMS enables organizations to balance fluctuating workloads across sites in real time. Users are able to utilize spare capacity in regional offices and to leverage lower cost processing centers where appropriate.

Company Description

Oceanus is an IBM Software ValueNet Partner with substantial expertise in delivering, managing and supporting ECM and BPM solutions. Alongside developing and selling its market-leading Case Management Solution deployed on the IBM FileNet P8 platform, Oceanus delivers end-to-end IBM FileNet services.

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Printed in the USA

08-09

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