

# Cut costs and improve efficiency: How advanced case management can achieve agency goals



# Government organizations of all kinds have the **opportunity** to become smarter

Intelligent, interconnected, instrumented governments can:



**Prevent crimes and emergencies** by using information to detect patterns and take action in real time



**Identify funding gaps** and direct dollars and resources to the programs that need them most

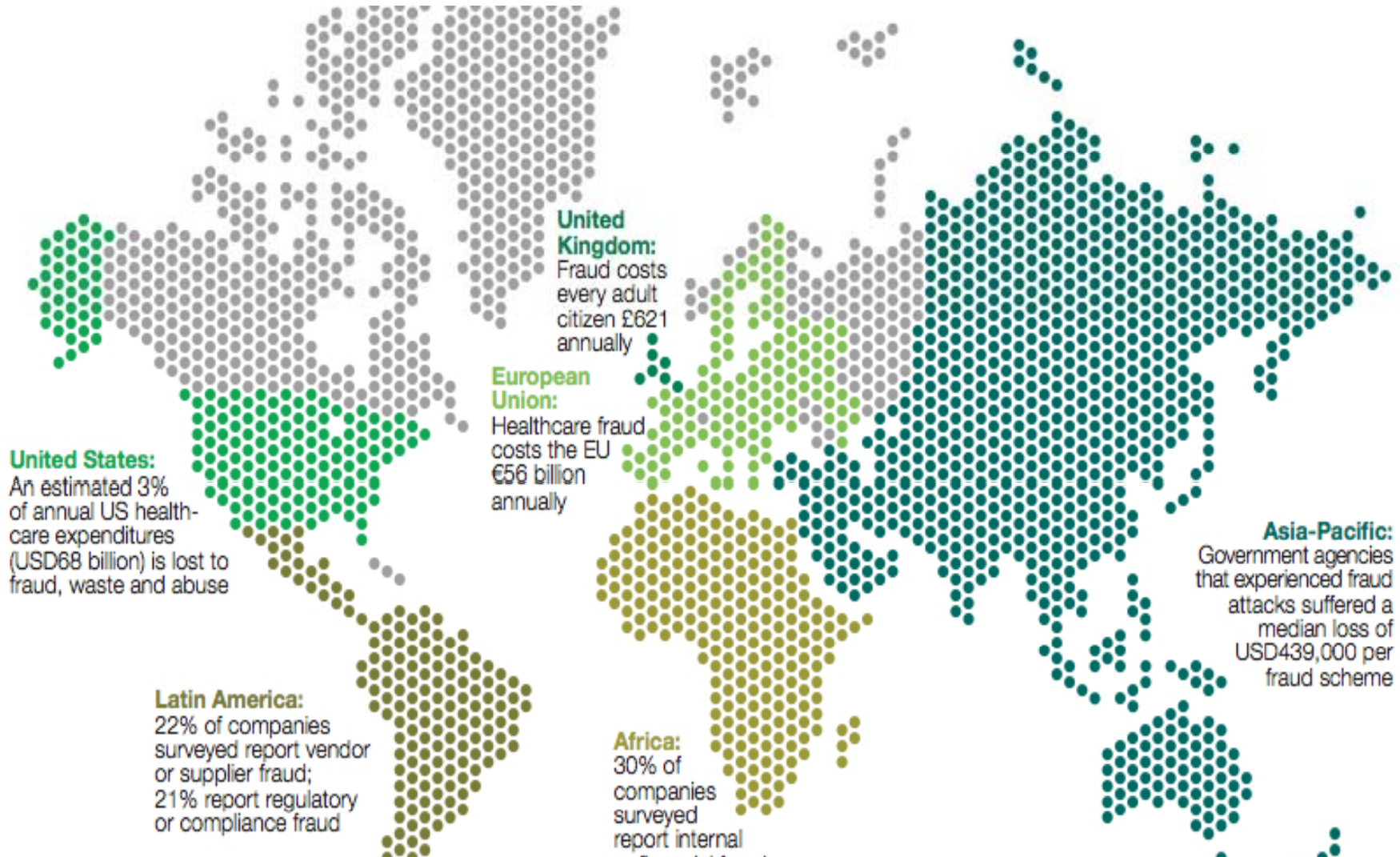


**Detect fraud and abuse** and potentially save millions in revenue



**Reduce administrative costs** to make organizations more efficient and effective

# Fraud is Everywhere



# But to become smarter, government organizations must overcome a common set of challenges ...

**80 percent**

Amount of information that is unstructured—emails, blogs, etc.—and is hard to manage and track

**US\$500 million**

Amount lost in time spent for a typical U.S. agency searching and looking for the right information<sup>1</sup>

**20 percent**

Amount of time wasted while government workers deal with manual processes and moving physical paper<sup>2</sup>

**17 million lbs.**

Amount of CO<sub>2</sub> emitted in the production of copy paper used by government worldwide<sup>3</sup>

**15 petabytes**

Amount of new information that is created each day—eight times more than the information in all US libraries

<sup>1</sup> Based on estimates <sup>2</sup> Based on a recent IBM Business Value Assessment study of a government organization <sup>3</sup> Calculated using the Environmental Defence Fund paper calculator

# Government organizations work toward unique goals—but they also work toward similar goals •



- Accessibility
- Usability
- Interoperability
- Effectiveness gains
- Efficiencies of service delivery
- Multimodal processes
- Stop Water Cooler Decision Making

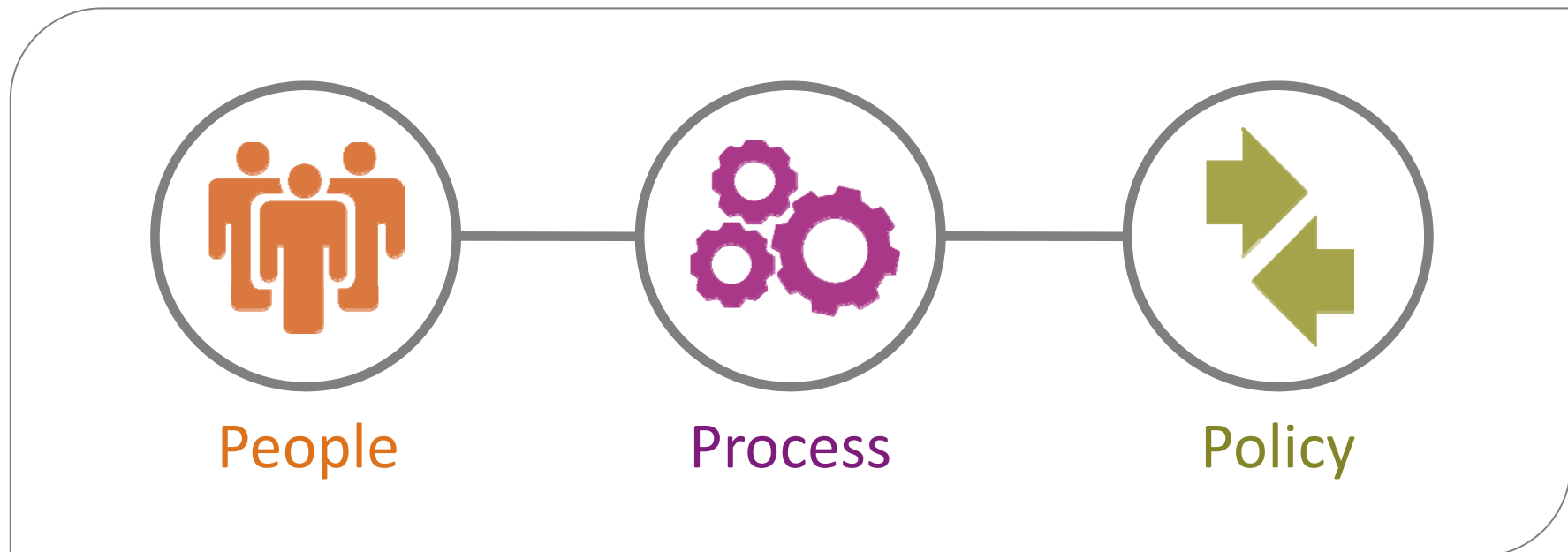
# Today can you prove and sustain....

- Equality
- Integrity
- Productivity
- Quality
- Compliance



## Case Management must get better

Regardless of the form, **management is key**—  
you need to align people, process and policy



# IBM integrates people, process and policy to **improve** management

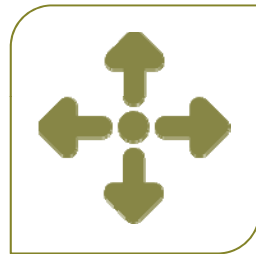
Holistic modular platform to support long-term goals:



**Case management**  
by providing intelligence to electronic case files for improved exception handling and decision making



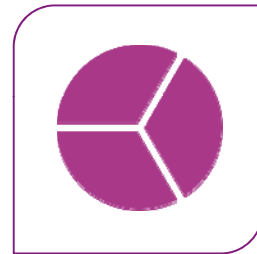
**Records management**  
by helping organizations enforce centralized policy management for retention schedules, legal preservation holds and auditing



**Documents management**  
by organizing documents for shared access by work teams and automating document processes such as review and approval



**Search capabilities**  
by helping knowledge workers to quickly and efficiently search for and find content



**Content analytics**  
by enabling organizations to gain better insight into and correlations across content

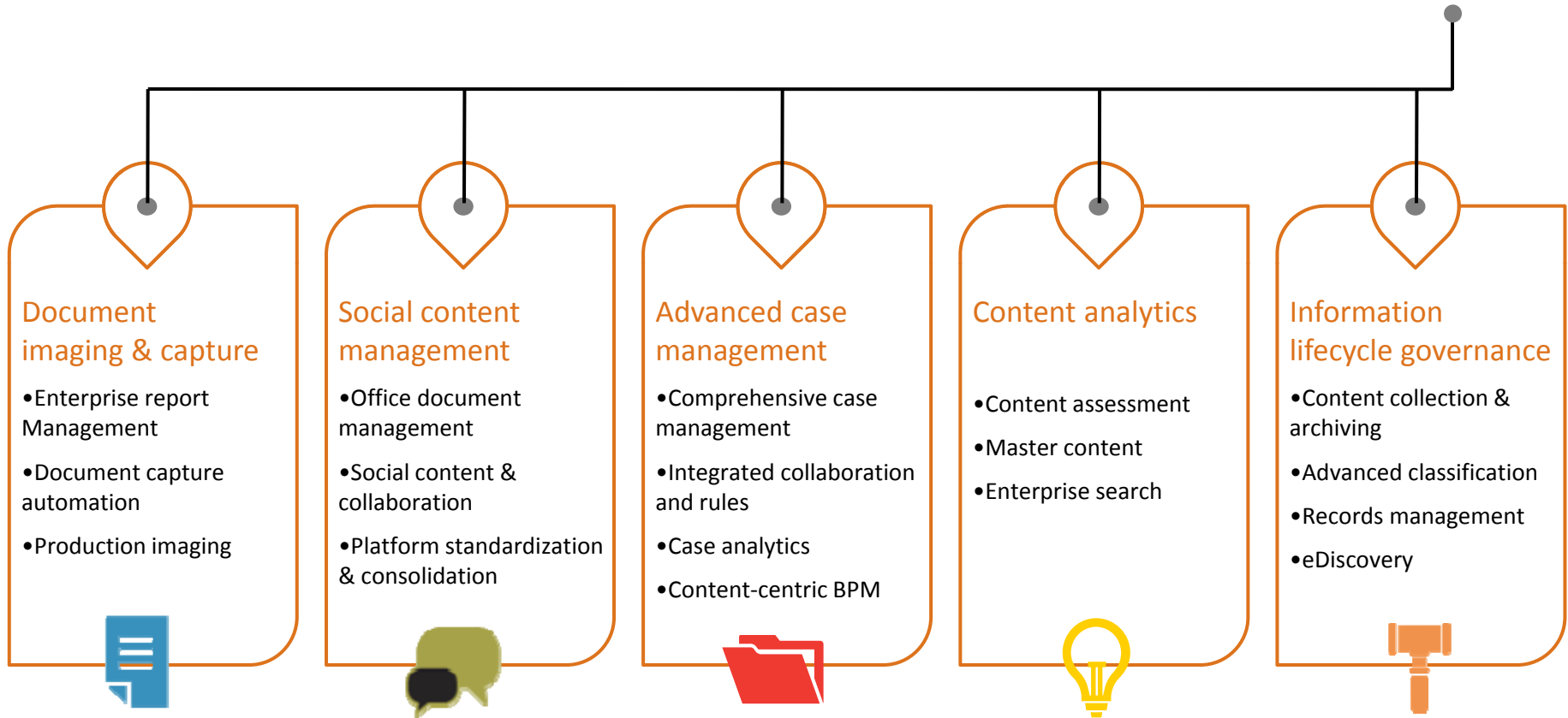


**Business process management (BPM)**  
by empowering organizations to analyze, automate and implement processes across government



# IBM Enterprise Content Management

The path to value lies along one or more specific *business solution entry points*



# Agenda

## Why Adjacent Technologies has standardized on IBM Case Manager (ICM)

Real business problems addressed by ICM:

Hosted workflow solution integrated with website and document management

(Large state attorney general's office)

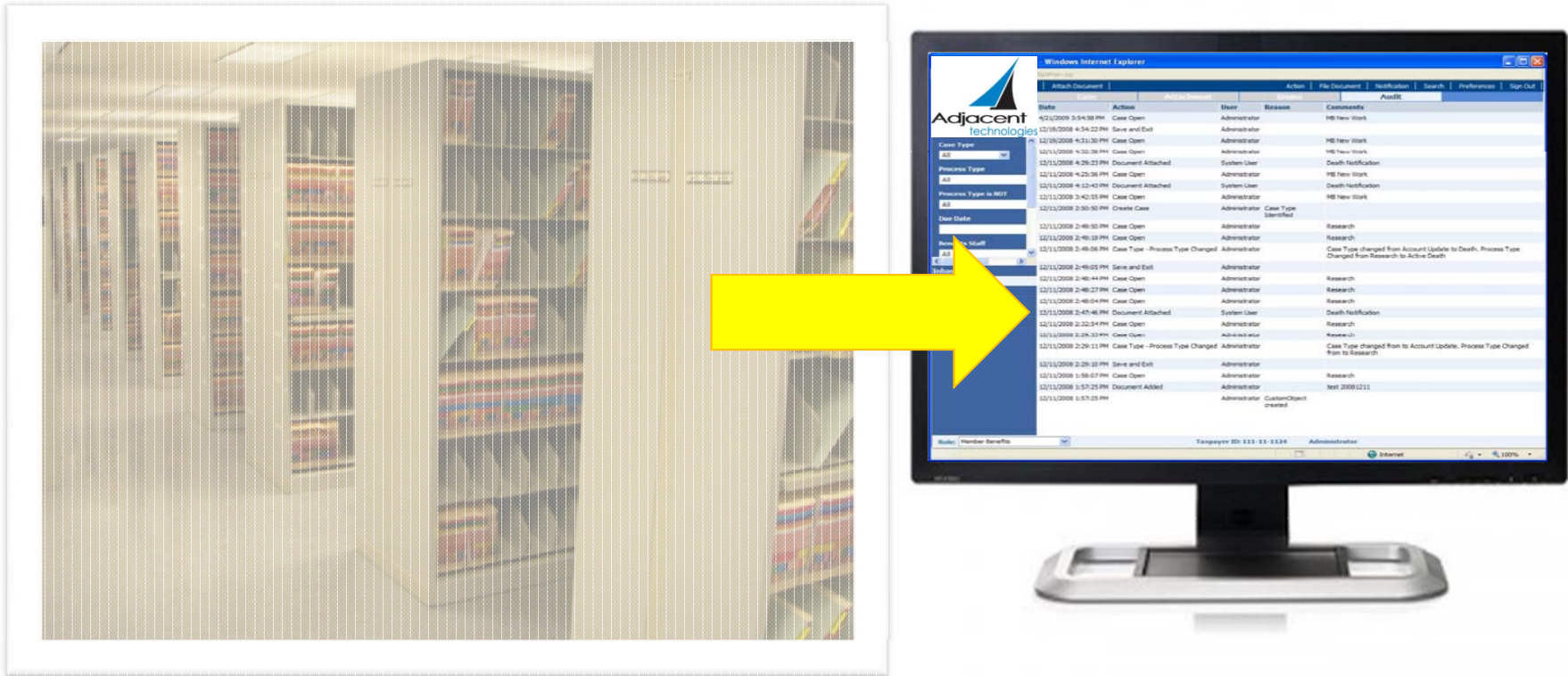
Enterprise-wide employee lifecycle management for NERC compliance

(Utility in a major US city)

Workflow solution development environment for in-house customization capability

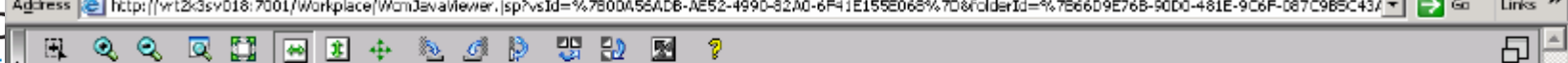
(Employee retirement system/state agency)

## Why Adjacent Technologies has standardized on IBM Case Manager (ICM)



**Business Process Management – Automation**

**Basic Document Management – Search, Retrieve, Secure**



**CERTIFICATION OF VITAL RECORD**  
**City of Houston, Texas**

STATE OF TEXAS      CERTIFICATE OF DEATH      STATE FILE NO.

1. NAME OF DECEASED (a) First (b) Middle (c) Last		(d) Maiden	2. SEX Female	3. DATE OF DEATH
4. RACE Caucasian	5a. WAS THE DECEASED OF HISPANIC ORIGIN? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	5b. IF YES, SPECIFY (Mexican, Cuban, Puerto Rican, etc.)	6. DATE OF BIRTH	7. AGE (In years last birthday)
8. SOCIAL SECURITY NUMBER	9a. PLACE OF DEATH (Check only one) HOSPITAL: <input type="checkbox"/> Inpatient <input type="checkbox"/> ER/Outpatient <input type="checkbox"/> OOA OTHER: <input checked="" type="checkbox"/> Nursing Home <input type="checkbox"/> Residence <input type="checkbox"/> Other (Specify)			
9b. PLACE OF DEATH - COUNTY Harris	9c. CITY OR TOWN (If outside city limits, give precinct number) Houston	9d. NAME OF (If not in hospital, give street address) HOSPITAL OR INSTITUTION	9e. INSIDE CITY LIMITS? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
10. BIRTHPLACE (City and State or foreign country) Blackmon, MS	11. CITIZEN OF WHAT COUNTRY? U.S.A.	12. WAS DECEASED EVER IN U.S. ARMED FORCES? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	13. <input type="checkbox"/> MARRIED <input type="checkbox"/> NEVER MARRIED <input checked="" type="checkbox"/> WIDOWED <input type="checkbox"/> DIVORCED	14. SURVIVING SPOUSE (If wife, give maiden name)
15. DECEASED'S EDUCATION (Highest grade completed) Grades (0-12) 12 College (1-4 or 5+) 2	16a. USUAL OCCUPATION (Give kind of work done during most of working life. Do not use retired) Bookkeeper		16b. KIND OF BUSINESS OR INDUSTRY Real Estate	
17a. RESIDENCE - STATE Texas	17b. COUNTY Harris	17c. CITY OR TOWN, (If outside city limits, show rural) ZIP CODE Houston, 77055		
17d. STREET ADDRESS (If rural, give location)				17e. INSIDE CITY LIMITS? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
18. FATHER'S NAME		19. MOTHER'S MAIDEN NAME		
20a. SIGNATURE OF INFORMANT		20b. MAILING ADDRESS OF INFORMANT (Street and Number or Rural Route Number, City or Town, State, Zip Code) Houston, Texas 770		
21. MANNER OF DEATH <input checked="" type="checkbox"/> Natural <input type="checkbox"/> Pending Investigation <input type="checkbox"/> Accident <input type="checkbox"/> Suicide <input type="checkbox"/> Homicide	22a. DATE OF INJURY (Month, Day, Year)	22b. TIME OF INJURY	22c. INJURY AT WORK? M. <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	22d. DESCRIBE HOW INJURY OCCURRED
22e. PLACE OF INJURY - At home, farm, street, factory, office building, etc. (Specify)		22f. LOCATION (Street and Number or Rural Route Number, City or Town, State)		
23a. To the best of my knowledge, death occurred at the time, date, and place, and due to the cause(s) and manner as stated. (Signature and Title) [Signature]		24a. On the basis of examination and/or investigation, in my opinion death occurred at the time, date, and place, and due to the cause(s) and manner as stated. (Signature and Title)		
23b. DATE SIGNED (Mo., Day, Yr.) May 16, 1989		23c. HOUR OF DEATH 4:00 PM		24b. DATE SIGNED (Mo., Day, Yr.)
23d. CERTIFIER I am a duly licensed physician.		24c. HOUR OF DEATH M.		

4-20-80-46

- Case Type
- All
- Process Type
- All
- Process Type
- All
- Due Date
- Benefits Status
- All
- Inbaskets
- MB New V
- MB Pending
- MB Quality
- Rework
- MB Ad Hoc
- Research

Sign Out

Type

Changed

Role: Member Benefits

Taxpayer ID: 111-11-1124

Administrator

Internet

100%

## Why Adjacent Technologies has standardized on IBM Case Manager (ICM)



**Website Optimization– Rules & EForms**

**Business Process Management – Automation**

**Basic Document Management – Search, Retrieve, Secure**

Please fill out the following form. You can save data typed into this form.

Highlight Fields

# Beneficiary Designation

TCDRS-06  
REV. 12/2010  
PAGE 1 OF 1

## YOUR INFORMATION

EMPLOYER NAME *			ACCOUNT NUMBER
SSN *	FIRST NAME *	MIDDLE NAME	LAST NAME *
MAILING ADDRESS *		CITY *	STATE * ZIP *
DATE OF BIRTH *	HOME PHONE		MOBILE PHONE

## PRIMARY BENEFICIARY A primary beneficiary is the first person to receive your benefit after your death.

SSN *	FIRST NAME *	MIDDLE NAME	LAST NAME *
DATE OF BIRTH *	GENDER * <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE	RELATIONSHIP TO YOU *	
SSN *	FIRST NAME *	MIDDLE NAME	LAST NAME *

## Why Adjacent Technologies has standardized on IBM Case Manager (ICM)



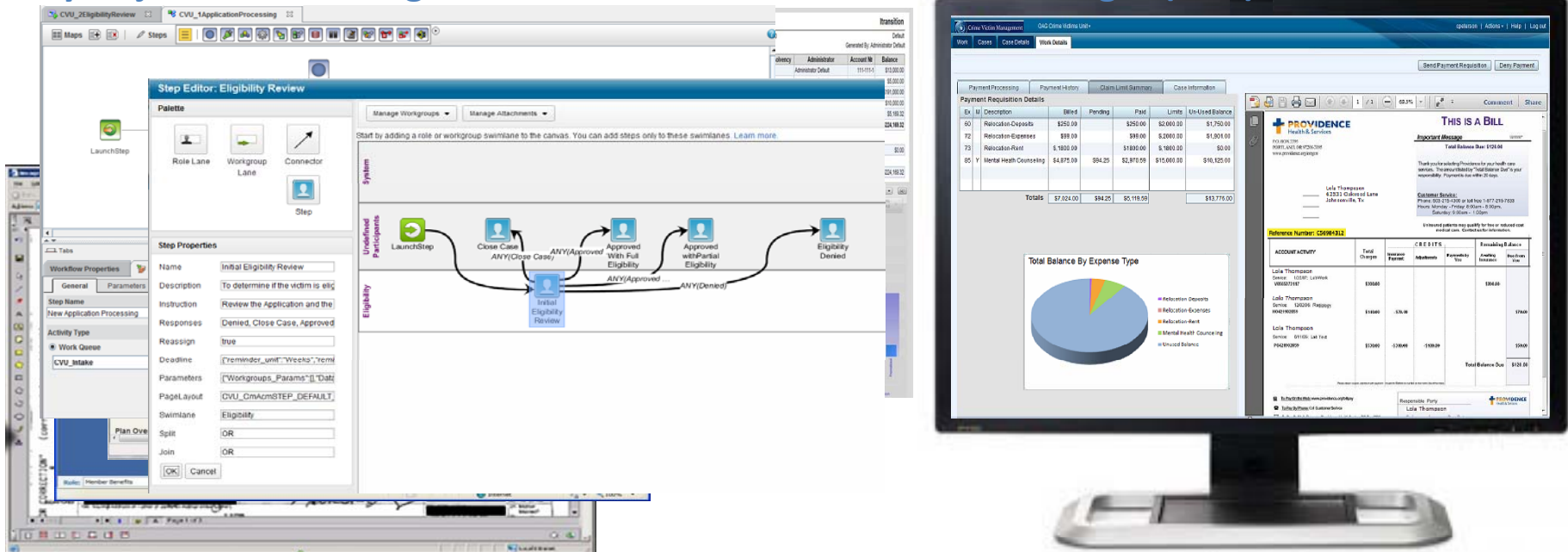
**Business Intelligence – Reports & Dashboards**

**Website Optimization– Rules & EForms**

**Business Process Management – Automation**

**Basic Document Management – Search, Retrieve, Secure**

## Why Adjacent Technologies has standardized on IBM Case Manager (ICM)



- Multiple ECM products in one enterprise-level platform
- Ability to quickly prototype and deploy solutions
- Flexible solution strategy
- Return on investment



# Agenda

Why Adjacent Technologies has standardized on IBM Case Manager (ICM)

## Real business problems addressed by ICM:

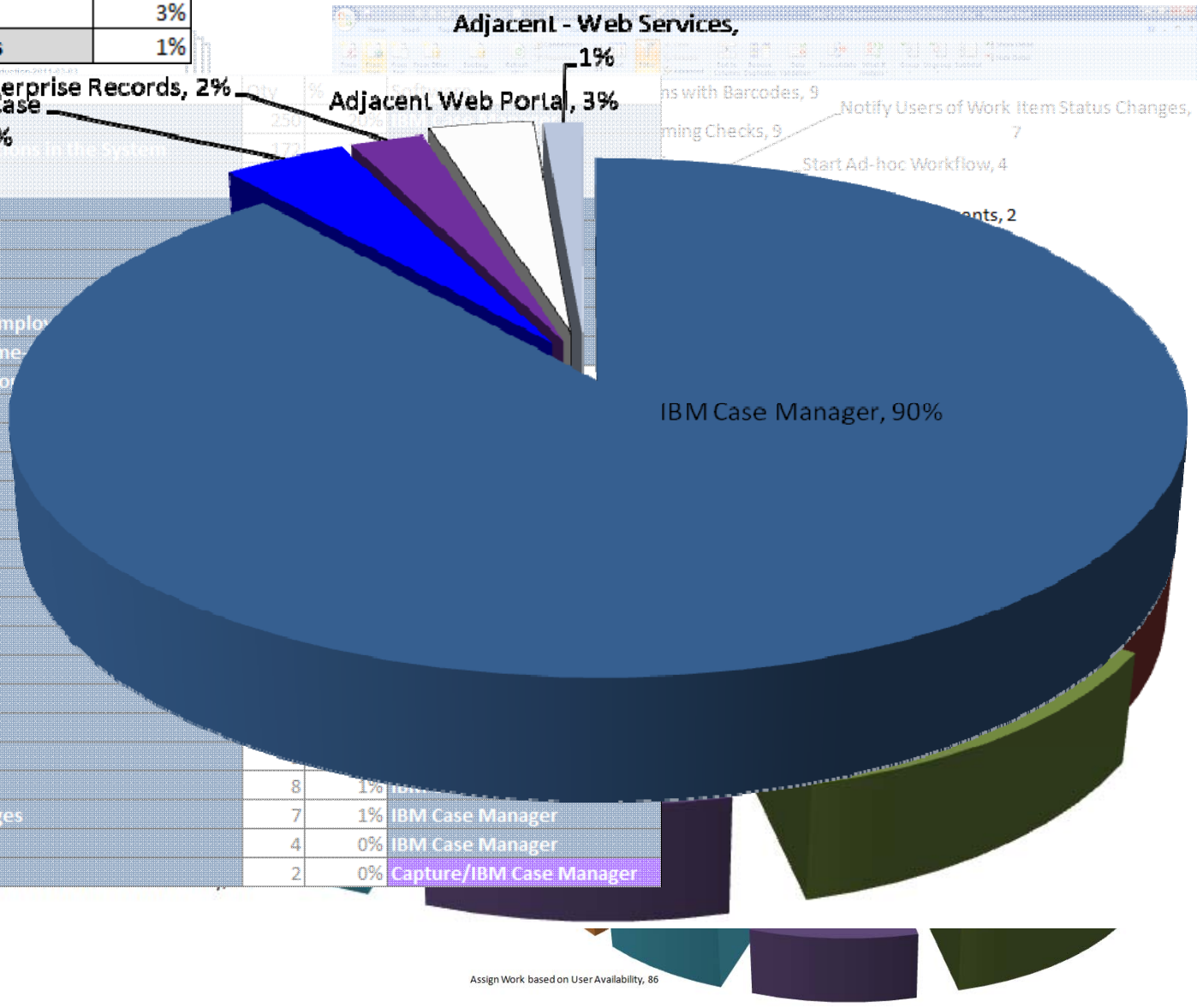
**Hosted workflow solution integrated with website and document management  
(Large state attorney general's office)**

Enterprise-wide employee lifecycle management for NERC compliance  
(Utility in a major US city)

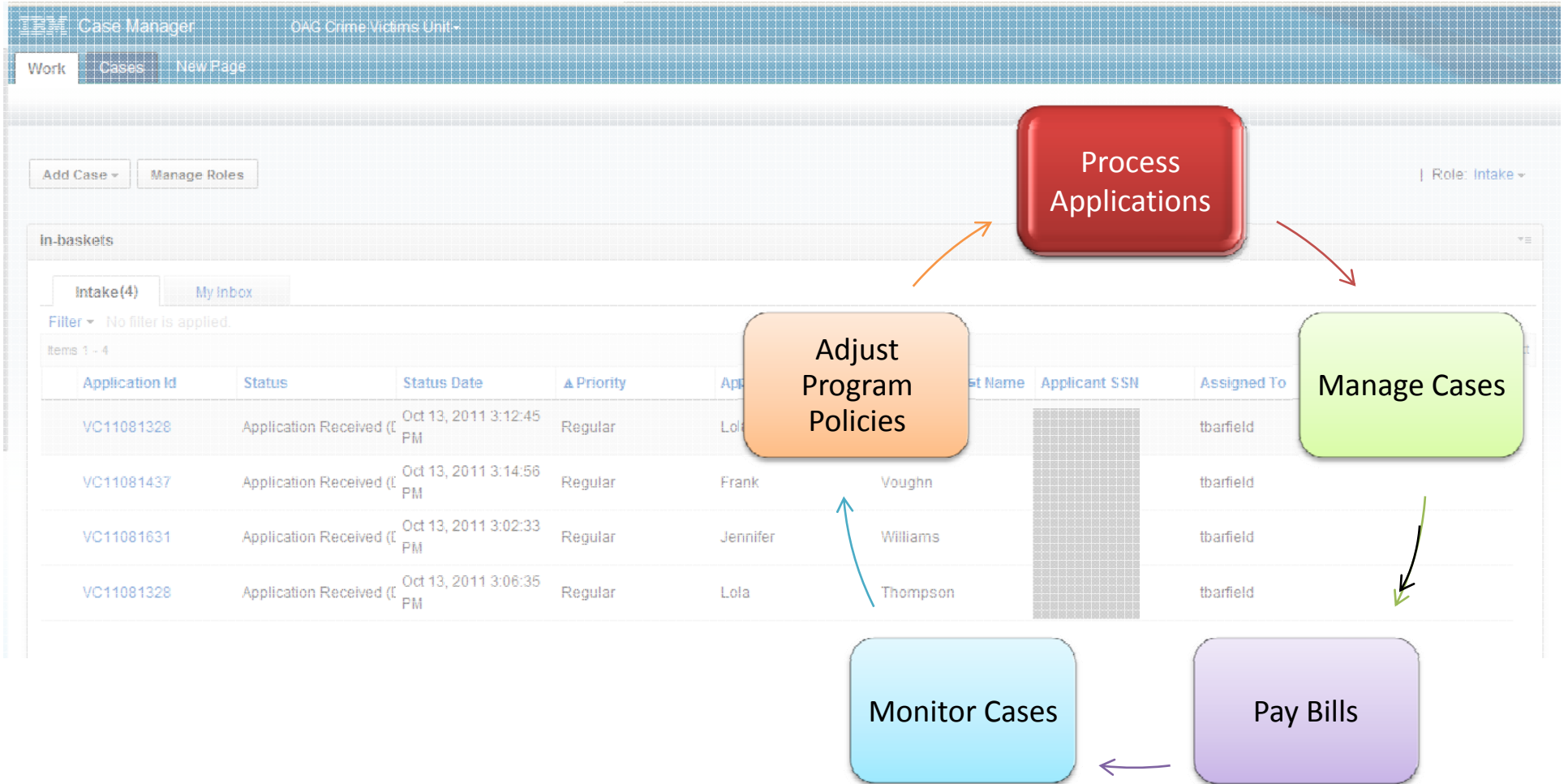
Workflow solution development environment for in-house customization capability  
(Employee retirement system/state agency)

Enterprise	IBM Case Manager	90%
	Capture/IBM Case Manager	4%
	Enterprise Records	2%
	Adjacent Web Portal	3%
	Adjacent - Web Services	1%

Requirements by Function	25%	IBM Case Manager
Manage Metadata	4%	Capture/IBM Case Manager
Provide Options for Users in the System	2%	Enterprise Records
Route Workflow based on User Action	1%	Adjacent Web Portal
View Assigned Work	1%	Adjacent - Web Services
Assign Work based on User Availability	86%	IBM Case Manager
Generate Letters	0%	IBM Case Manager
Automate and Manage Business Rules	0%	IBM Case Manager
Allow Managers to View and Manage Employees	0%	IBM Case Manager
Drive Workflow Outcomes based on Time	0%	IBM Case Manager
Allow Online Access through a Portal/Portlet	0%	IBM Case Manager
Secure Access to the System	0%	IBM Case Manager
Automate Records Management	0%	IBM Case Manager
Generate Emails	0%	IBM Case Manager
Process Forms	0%	IBM Case Manager
Provide Reports	0%	IBM Case Manager
Integrate Component Systems	0%	IBM Case Manager
Search for Documents and Work Items	0%	IBM Case Manager
Store Documents	0%	IBM Case Manager
Manage Portal Users	0%	IBM Case Manager
OCR Scanned Documents	0%	IBM Case Manager
Notify Users of New Work	0%	IBM Case Manager
Process Forms with Barcodes	0%	IBM Case Manager
Process Incoming Checks	0%	IBM Case Manager
Pay Bills	8	1%
Notify Users of Work Item Status Changes	7	1%
Start Ad-hoc Workflow	4	0%
Scan Documents	2	0%



# Adjacent Technologies, Inc. – Crime Victim Compensation Solution



TabbedCaseData

Document Viewer

Case Manager

DAG Crime Victims Unit

Work Cases New Page

Add Case Manage Roles

Role: Intake

In-baskets

Intake(4) My Inbox

Filter No filter is applied.

Items 1 - 4

Application Id	Status	Status Date
VC11081328	Application Received (I	Oct 13, 201
VC11081437	Appl	
VC11081631	Appl	
VC11081328	Appl	

- Open Item
- Move Item to My In-basket
- Return Item
- Reassign Item
- Add Comment

### Reassign Item

Reassign the following item: VC11080946

Select a user

Domain: icc.test.com

Starts with:

chris

Available users and groups:

Have the currently assigned participant approve work, before it progresses to next step in workflow.

OK

Cancel

Process Applications

Adjust Program Policies

Monitor Cases

Pay Bills

Intake Status Details:

mailing address\_...  
 Home phone (481...  
 E-mail address\_...  
 Does the victim h...

Send Payment Requisition | Deny Payment

Payment Processing		Payment History		Claim Limit Summary		Case Information	
<b>Payment Requisition Details</b>							
Ex	M	Description	Billed	Pending	Paid	Units	Un-Used Balance
60		Relocation-Deposits	\$250.00		\$250.00	\$2,000.00	\$1,750.00
72		Relocation-Expenses	\$99.00		\$99.00	\$2,000.00	\$1,901.00
73		Relocation-Rent	\$1,800.00		\$1800.00	\$1,800.00	\$0.00
85	Y	Mental Health Counseling	\$4,875.00	\$94.25	\$2,970.69	\$15,000.00	\$10,125.00
<b>Totals</b>			<b>\$7,024.00</b>	<b>\$94.25</b>	<b>\$5,119.69</b>		<b>\$13,776.00</b>

**PROVIDENCE Health & Services**  
 P.O. BOX 3395  
 PORTLAND, OR 97208-0395  
 www.providence.org

**THIS IS A BILL**

Send Message

Total Balance Due: \$121.00

Thank you for selecting Providence for your health care services. The amount listed by "Total Balance Due" is your responsibility. Payment is due within 30 days.

Customer Care  
 Phone: 503-270-3100  
 Hours: Monday - Saturday

Released per medical law. Contact us for information.

Reference Number: C56904312

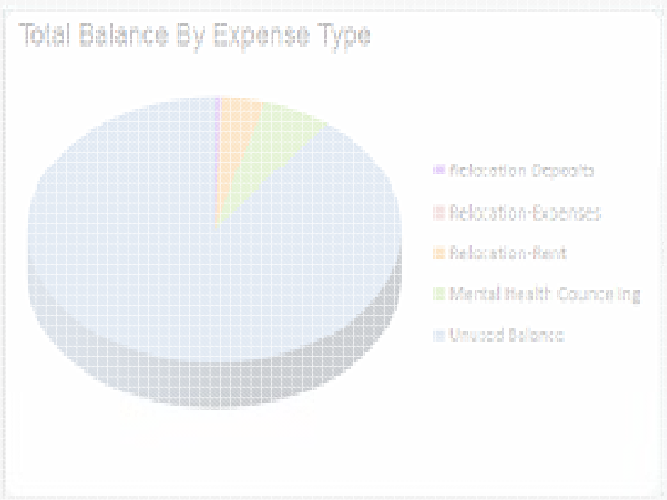
ACCOUNT ACTIVITY	Total Charges	CREDITS			Remaining Balance	Paid from You
		Insurance Payment	Adjustments	Payments by You		
Lola Thompson Service: 100000; Unit/Class: V066313117	\$300.00				\$300.00	
	170.00	170.00			170.00	
	\$300.00	170.00	170.00		150.00	
<b>Total Balance Due</b>					<b>\$121.00</b>	

Responsible Party: Lola Thompson

Process Applications

Adjust Program Policies

Manage Cases

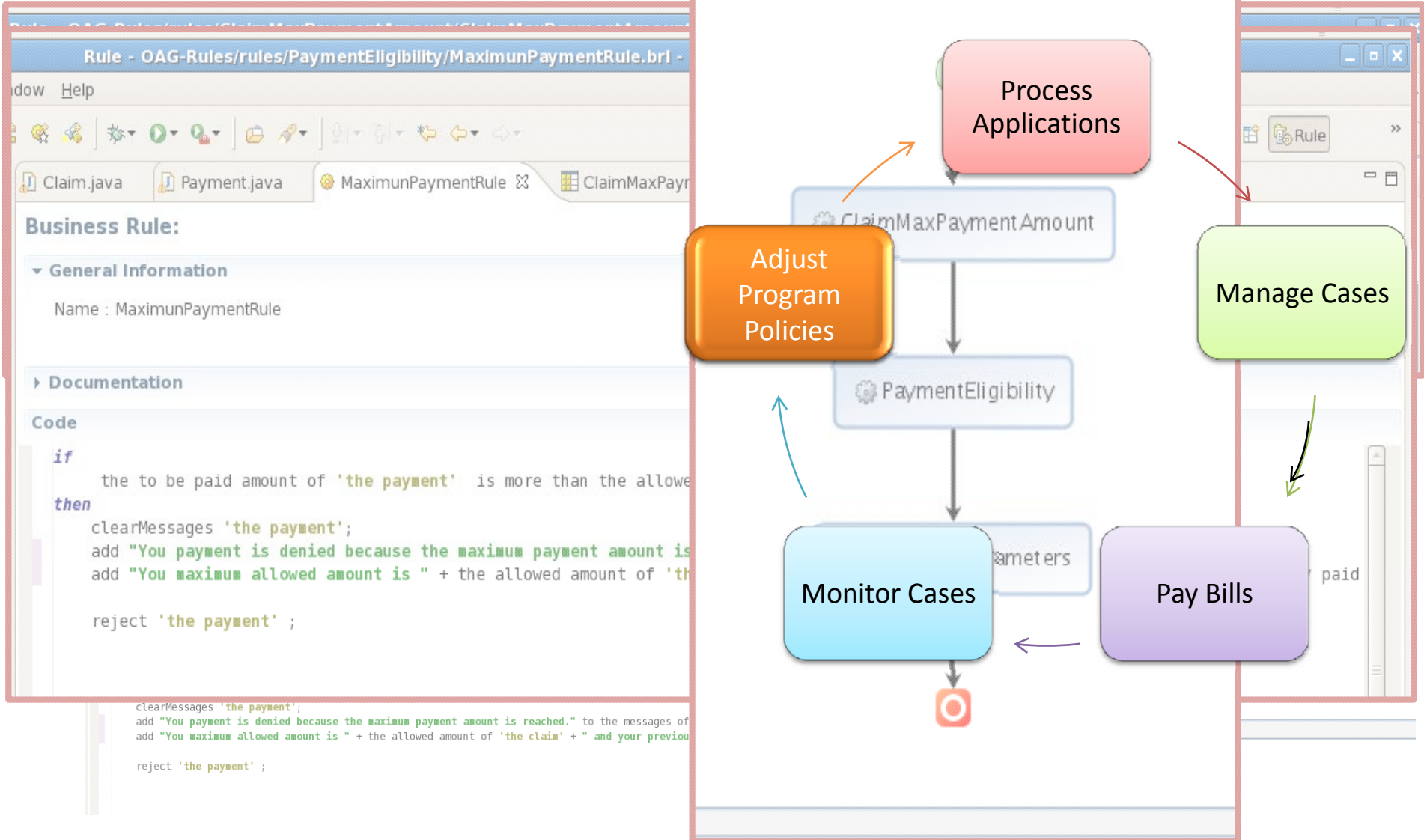


Monitor Cases

Pay Bills

# Adjacent Technologies, Inc. – Crime Victim Compensation Solution

Business Rules are implemented in JRULE



http://ecmdemo1:9083/WorkplaceXT/eprocess/WcmDesigner.jsp?requestedWindowId=1.T132fc7d8274

File View Action Tools Settings Help

Mode: Design

CVU\_2EligibilityReview

Maps Steps

```

    graph LR
      StartStep[StartStep] --> Invoke[Invoke]
      Invoke --> UpdateCaseData[Update Case Data]
      UpdateCaseData --> Return[Return]
  
```

StartStep Invoke Update Case Data Return

Tabs

Workflow Properties Invoke

General Advanced Faults Routing Custom Attributes Simulation Description

Step Name  
Invoke

Partner Link  
JRuleWS

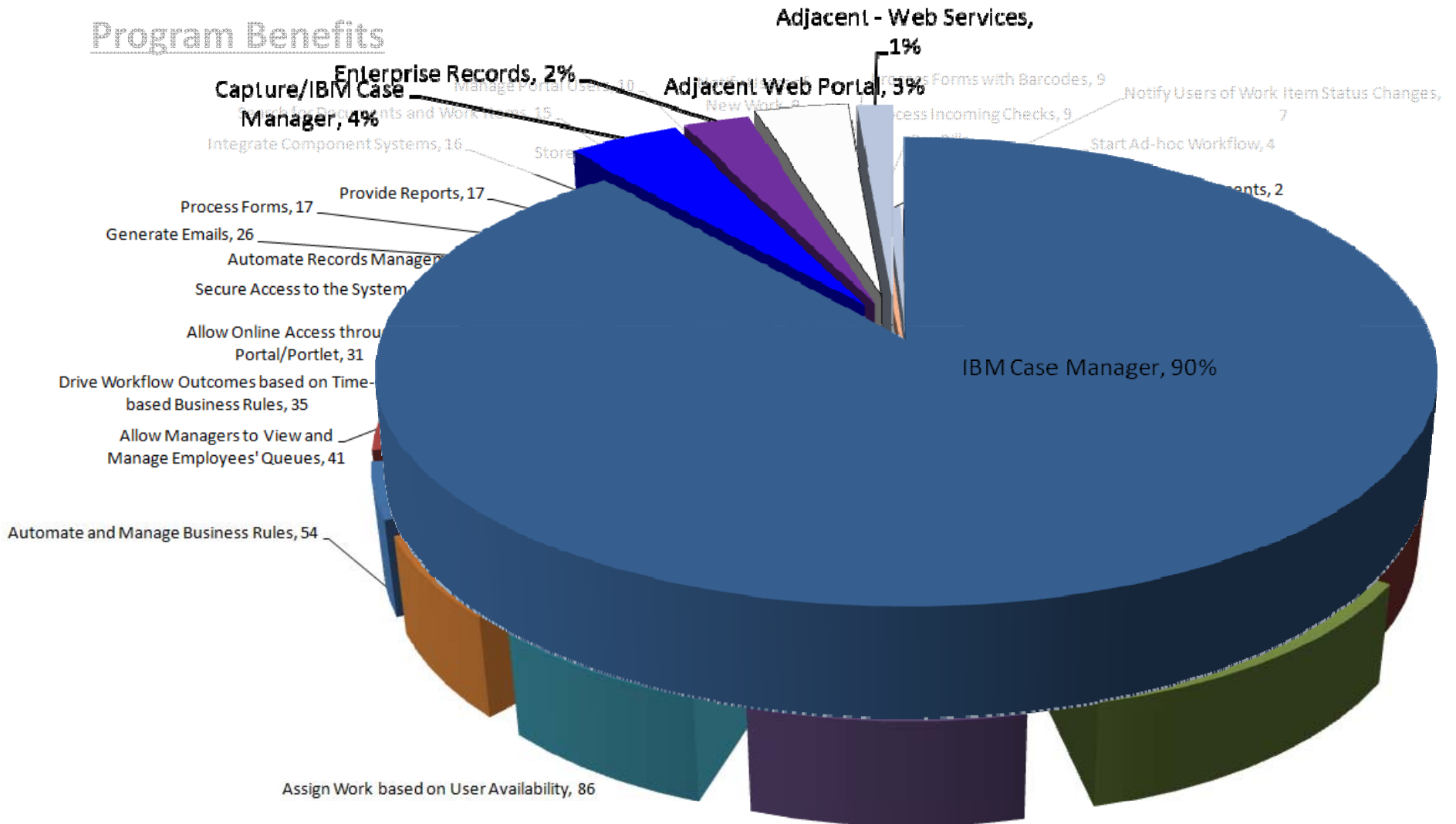
Operation  
OAGRules

Message Type  
 Parameters  XML

Outgoing Parameters			Incoming Parameters		
Name	Type	Expression	Name	Type	Field Name
allowedFullAmount	Float	0	executionId	String	WF_executionId
approvalRate	Float	CVU_ClaimApprovalRate	message	String	CVU_PaymentApprovalM...
claimType	String	CVU_ClaimType	outputString	String	WF_outputString
previouslyPaidAmo...	Float	CVU_ClaimPreviouslyPai...	paymentApproved	Boolean	CVU_PaymentIsApproved
executionId	String	WF_executionId	userdata	String	WF_userdata
approvalAmount	Float	CVU_PaymentApprovalA...			

# Overall Benefits

## Program Benefits





# Agenda

Why Adjacent Technologies has standardized on IBM Case Manager (ICM)

## **Real business problems addressed by ICM:**

Hosted workflow solution integrated with website and document management  
(Large state attorney general's office)

**Enterprise-wide employee lifecycle management for NERC compliance**  
**(Utility in a major US city)**

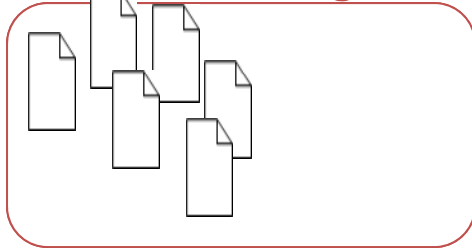
Workflow solution development environment for in-house customization capability  
(Employee retirement system/state agency)

# Employee lifecycle management project objectives:

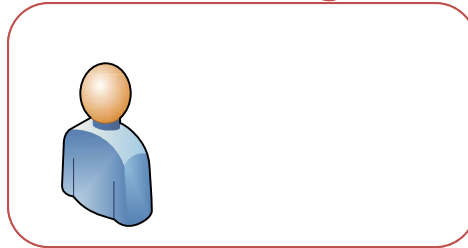
- Increase speed of on/off boarding processes through system integration and automation
- Allow timely visibility into information regarding personnel actions across the enterprise
- Centralize data entry, forms, and records into a single user interface
- Ensure compliance with NERC/CIP security and regulatory requirements
- Allow automated reporting for audits and performance measures

# The employee lifecycle management process

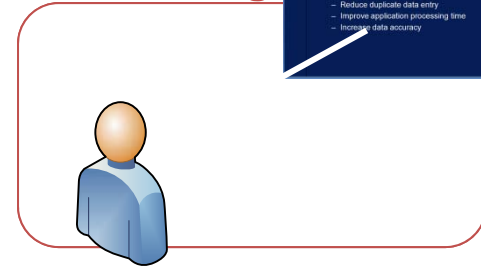
## Candidate mgmt



## New hire mgmt



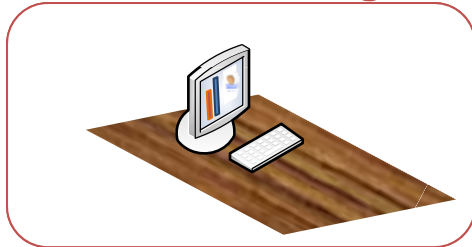
## Training



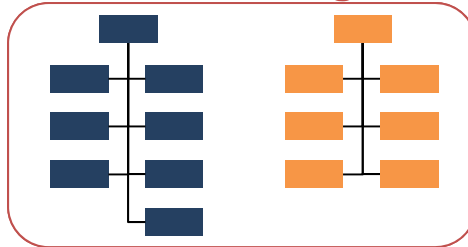
**Intake**

- Multiple possible sources for incoming forms, bills, and correspondence:
  - Paper mail
  - Fax
  - Email
  - Electronic Forms
- Goal: Automate intake as much as possible.
  - Minimize manual data entry
  - Reduce duplicate data entry
  - Improve application processing time
  - Increase data accuracy

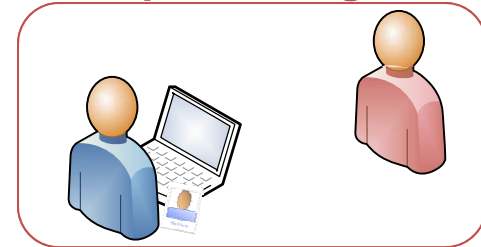
## Performance mgmt



## Transition mgmt

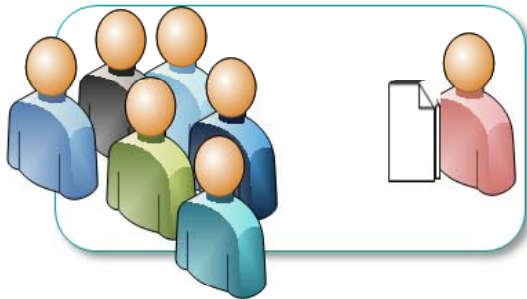


## Departure mgmt

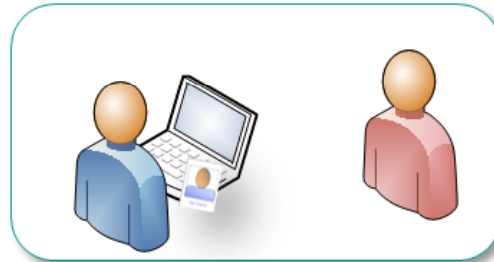


# The employee lifecycle manage

### Candidate mgmt



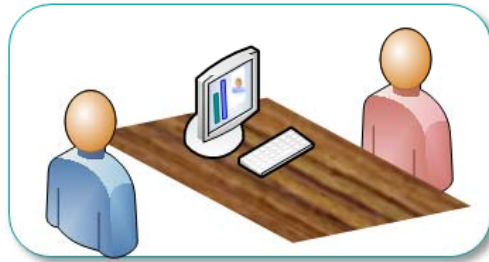
### New hire mgmt



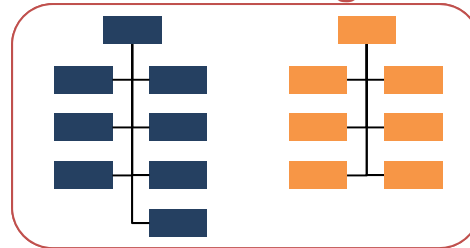
### Training



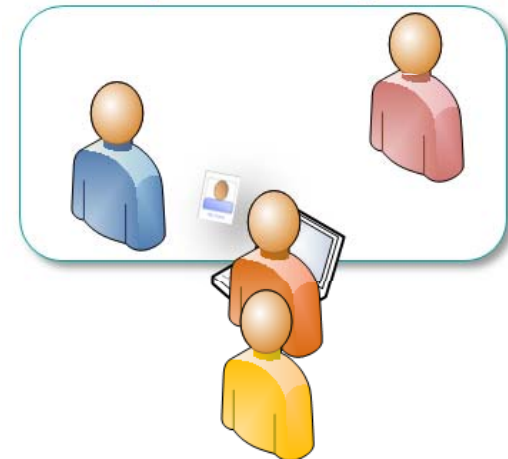
### Performance mgmt



### Transition mgmt



### Departure mgmt



Add Case ▾ Manage Roles

In-baskets

Intake (6)

My Inbox

Filter ▾ No filter is applied.

Items 1 - 6

Previous | Next

Application ID	Status	Status Date	Priority	Applicant First Na	Applicant Last Na	Applicant SSN	Assigned To	Phone
<a href="#">MLB20110708</a>	Application Received	July 8, 2011 8:45:15 PM	Regular	Marianne	Branch	347-55-8978	tbarfield	512-940-2149
<a href="#">DSD20110705</a>	Application Received	July 7, 2011 1:25:12 PM	Regular	Arlene	Case	586-72-6676	tbarfield	512-409-9769
<a href="#">TRJ20110703</a>	Application Received	July 3, 2011 9:33:03 AM	Regular	Keith	Chandler	506-77-7657	tbarfield	512-159-6324
<a href="#">CHW20110703</a>	Application Received	July 3, 2011 2:01:25 PM	Regular	Paige	Chen	337-87-4341	tbarfield	512-918-8353
<a href="#">GJD20110702</a>	Candidate Reviewed	July 2, 2011 4:02:15 PM	High	Calvin	Christensen	287-89-5160	tbarfield	512-790-6653
<a href="#">SDR20110701</a>	Candidate Reviewed	July 1, 2011 1:11:55 PM	Regular	Jennifer	Christian	851-24-2571	tbarfield	512-717-4156

# New Application Processing

Application Processing

Comments

Close Case Incomplete Application Application Complete Save Close

## Tabbed Case Data

Settings

Applicant Information

Application Status

Applicant ID: MLB20110708	Application Eligibility: Eligible
Application ID: MLB20110708-01	Applicant First Name: Marianne
Received Date: July 8, 2011	Applicant Last Name: Branch
Status: Application Received	Applicant SSN: 347-55-8978
Priority: Regular	Phone Number: 512-940-2149
Status Date: July 8, 2011 8:45:15 PM	Case Owner: tbarfield

## Document Viewer

1 / 3 45% Tools Comment

### Application for Employment

Applicant First Name: Marianne Last Name: Branch

Street Address: 18394 West Ave.

City: Austin State: Texas Zip: 78749

Email: MBranch@gmail.com Date: July 8, 2011

Are you legally authorized to work in the United States? Yes  No

Are you applying for

Full-time <input checked="" type="checkbox"/>	Days <input checked="" type="checkbox"/>	May we contact your present employer? Yes <input checked="" type="checkbox"/>
Part-time <input type="checkbox"/>	Nights <input type="checkbox"/>	No <input type="checkbox"/>
Temporary <input type="checkbox"/>	Weekends <input type="checkbox"/>	

#### Employment History - Begin with most recent employment

Dates from	to	Company Name	City, State
2/08	- 6/11	Howart h& Sons	Austin, TX
Titles and Duties For more than three years, managed the operational logistics of a shipping company with international merchandising. Within the first year, contributed to a 45% increase in productivity.			
Reason for Leaving		Supervisor's Name	Telephone
Position eliminated; laid off.		Pat Allen	212-443-0192
Dates from	to	Company Name	City, State
1/01	- 1/08	Tri-State Logistics, Inc.	Wilmington, DE
Titles and Duties Assistant operations manager for an interst at logistics services provider specializing in oversized freight. Responsible for all projects over \$50,000 in value.			
Reason for Leaving		Supervisor's Name	Telephone
Recruited by former co-worker		Rob Lowlander	210-378-0983

## Case Information

Case ID: MLB20110708-01 [Open Case Details](#)

Summary Documents History

Add View More Actions

### Home > Application Documents

Items 1 - 1 Previous | Next

Name	Date modified	Modified by
MB_APPL_1.PDF	July 8, 2011	tbarfield

Items 1 - 1 Previous | Next

## Attachment

View More Actions

Application\_Documents Add

# Agenda

Why Adjacent Technologies has standardized on IBM Case Manager (ICM)

## **Real business problems addressed by ICM:**

Hosted workflow solution integrated with website and document management

(Large state attorney general's office)

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(Utility in a major US city)

**Workflow solution development environment for in-house customization capability**

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# Overall Benefit

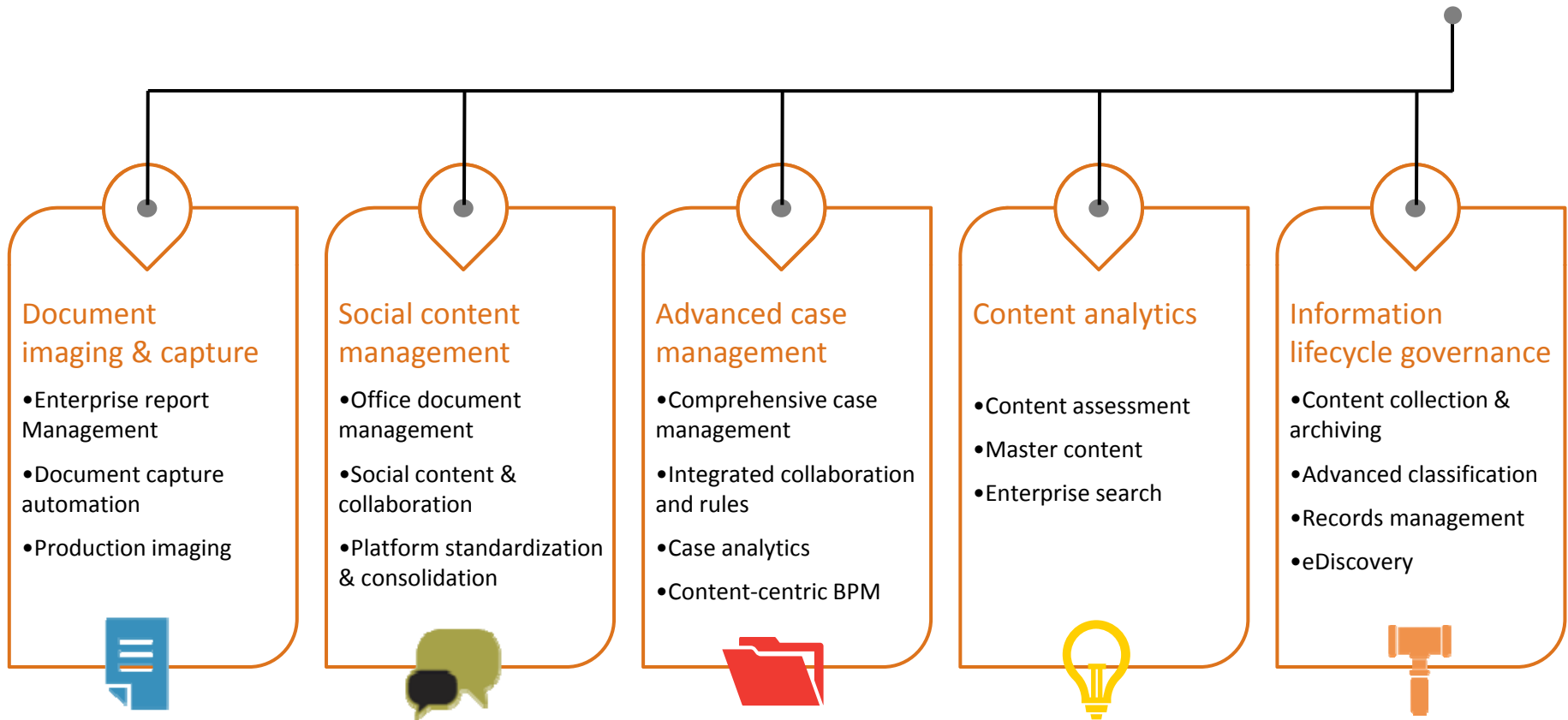
## Program Benefits for In-house Workflow Development

- Lower per-project cost
- Flexible schedule for deploying solutions
- Able to build solutions using re-usable components
- Able to leverage internal knowledge of other systems to enhance integration
- Standardization of the workflow development environment



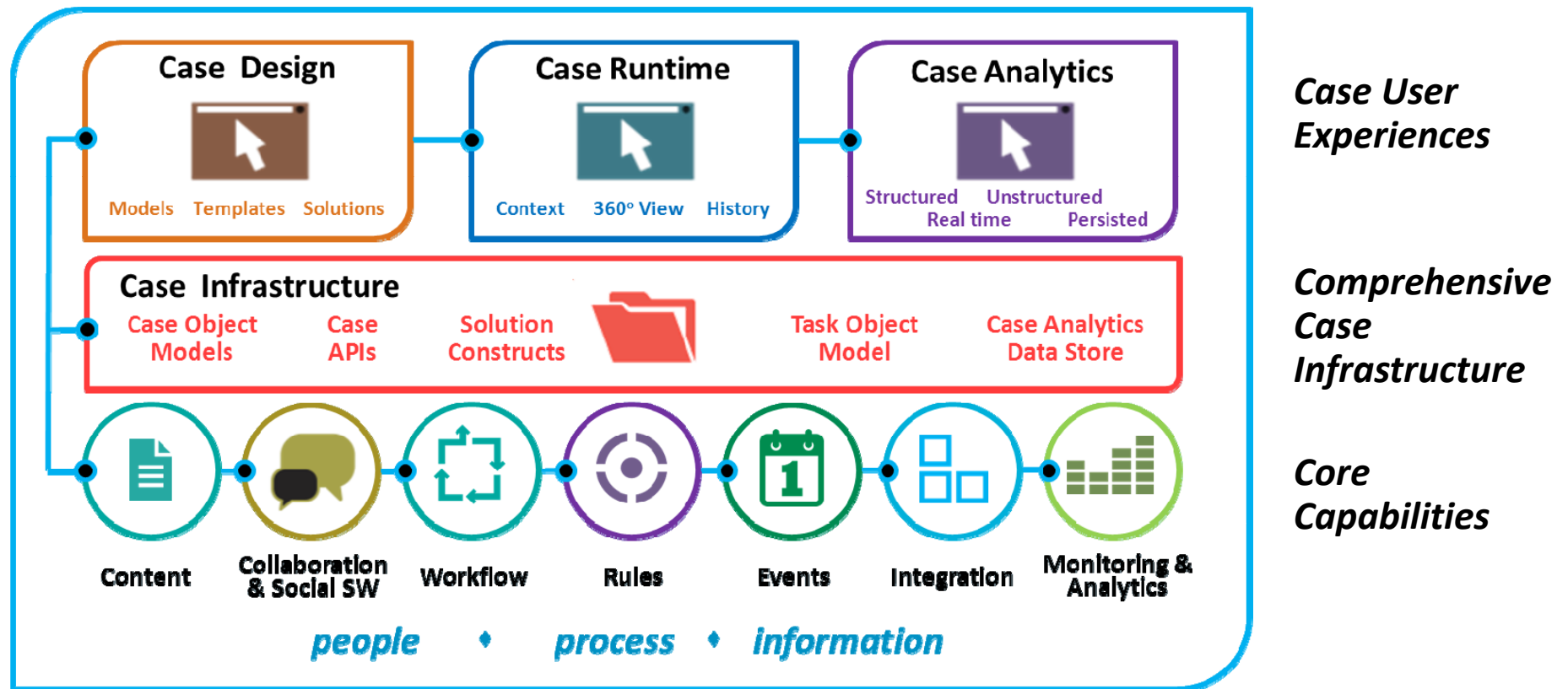
# IBM Enterprise Content Management

The path to value lies along one or more specific *business solution entry points*

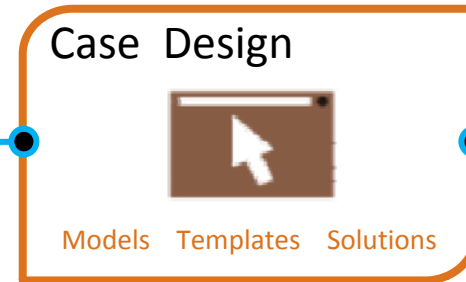
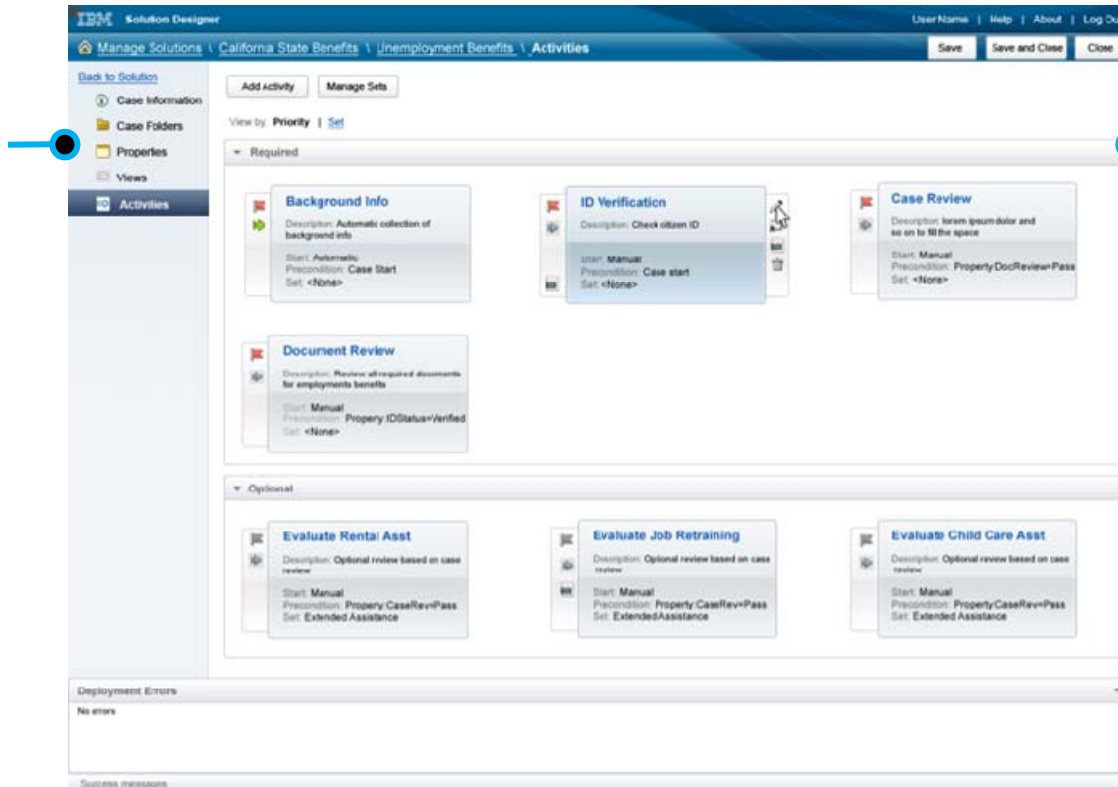


# Advanced case management with IBM Case Manager

Simplifying the delivery of case-based solutions



# IBM Case Manager: Rapid Application Case Design for the Business



- Leverage **templates** for a fast start  
*Represent organizational best practices*

Significantly shortens time-to-value for case-style applications

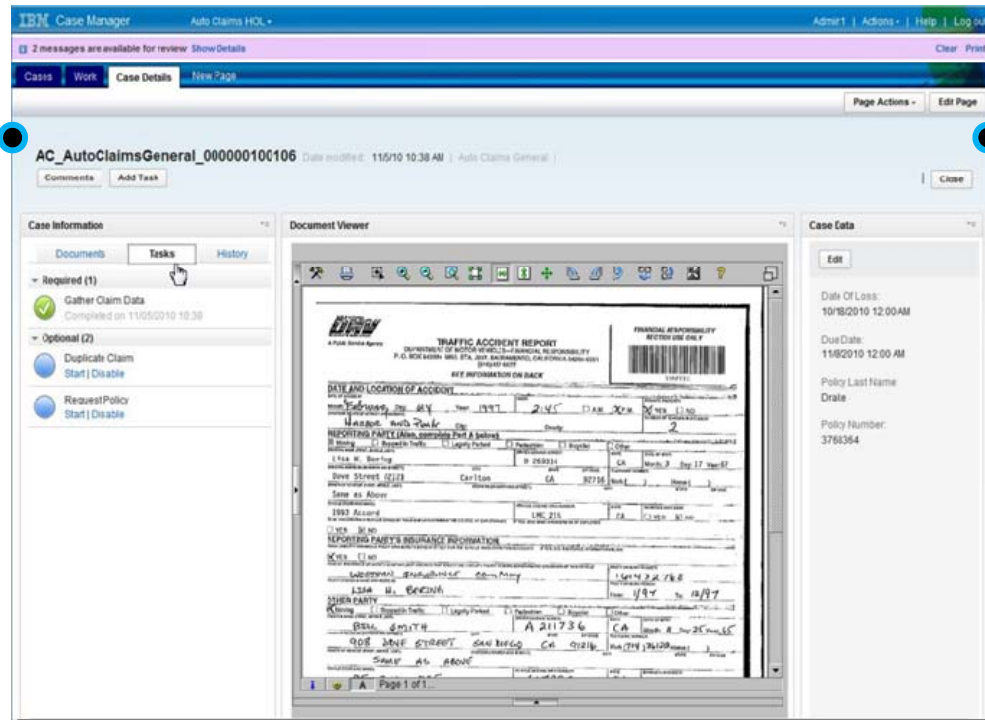
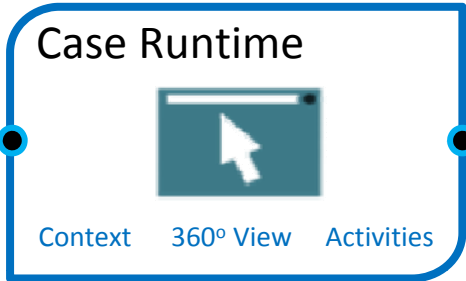
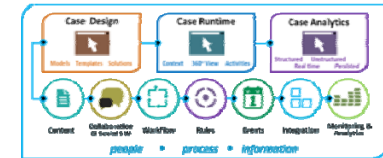
- Easy to use, “Interview Mode” (wizard-driven)  
*Case designer allows a business user to very quickly build a solution*
- Comprehensive across case assets  
*Solutions provide 360° role-based view of case*

### Bottom line:

Deliver end users the solution in a fraction of time of other approaches

# IBM Case Manager

## Case Worker User Experience

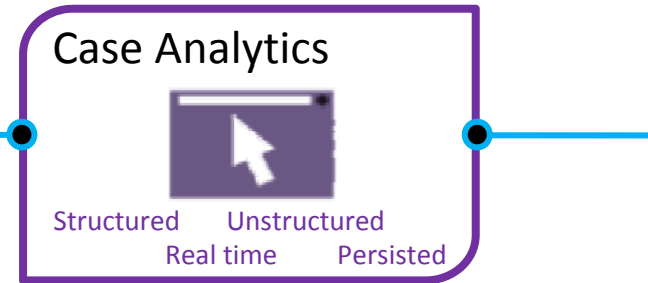
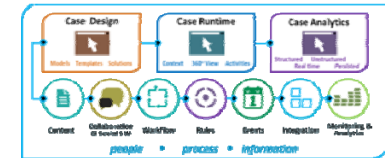


- **Role-based and personalized**  
*End user gets exactly the information they need to progress the case*
- **Flexible and extensible**  
*Can be configured to meet unique business requirements*
- **Provides deep context for case work**  
*No more disjointed jumping among applications*
- **Brings people, process and information together to drive case progression and better outcomes**

**Bottom line:**  
A case worker has all the information needed to improve case outcomes and optimize decisions.

# IBM Case Manager

## Powerful Analytics for Better Case Outcomes



- **Comprehensive reporting and analysis**  
*Gives case managers visibility across all information types to assess and act quickly*
- **Real-time dashboards**  
*Understand issues before they become a problem*
- **Unique content analytics for discovering deeper case insight to understand business impact**

*Discover patterns, trends and insights across cases*

### Bottom line:

Case managers need insight in order to impact results, and integrated analytics help organizations understand the impact of case loads.

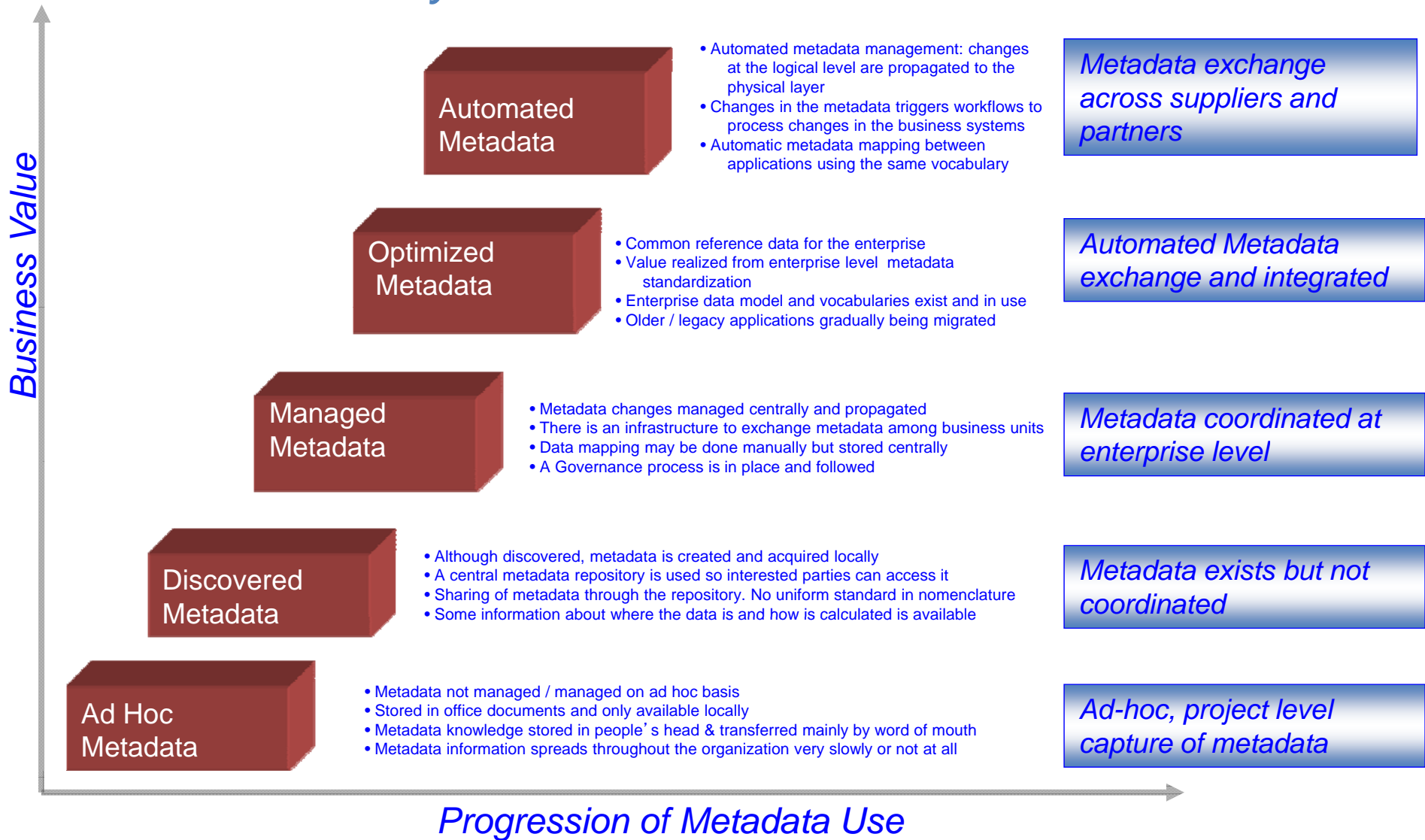
# Identify **where to start**

## Strategy and Tactics

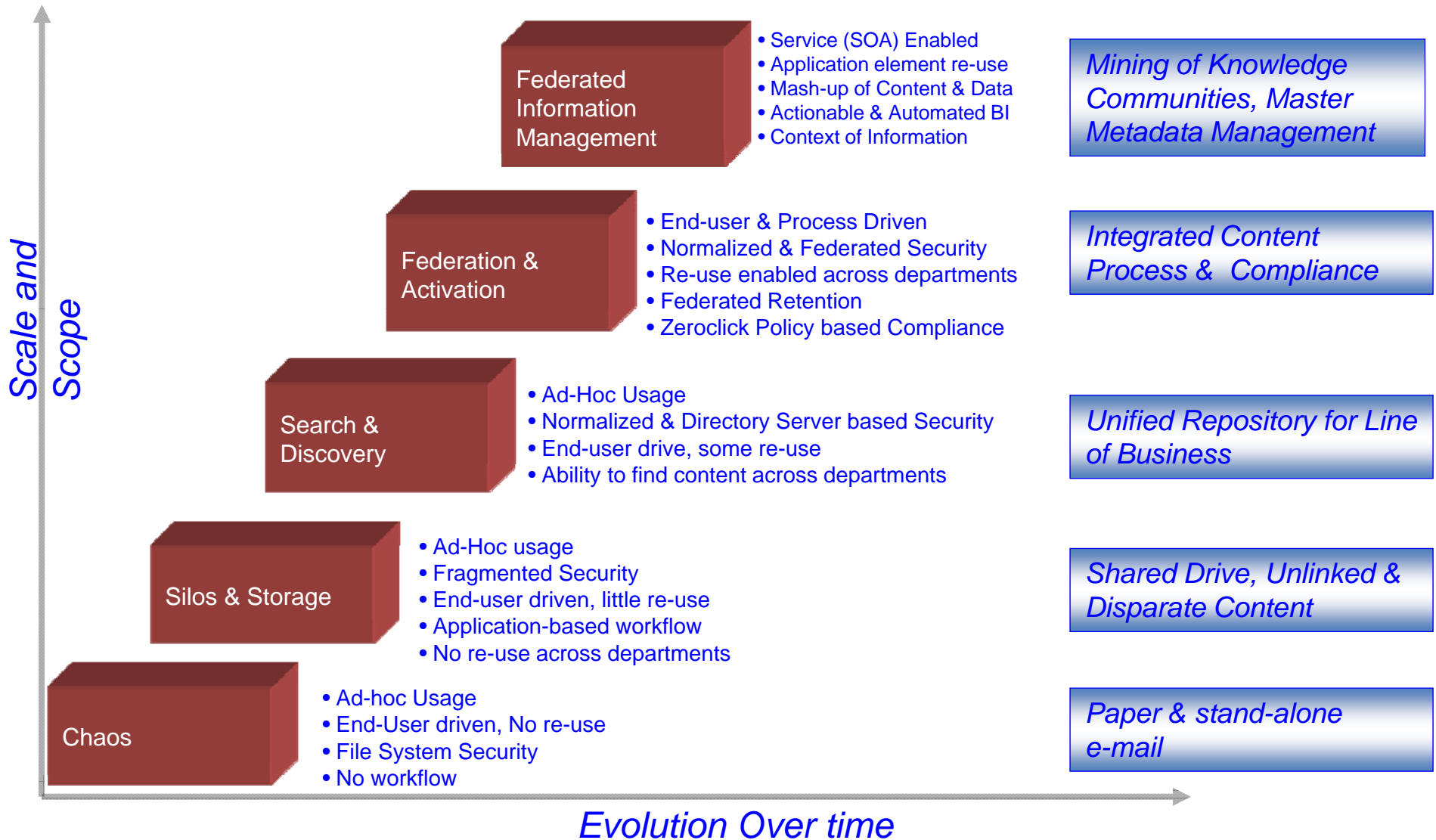
The path to value lies along one or more specific **business solution entry points.**

- 
- Document imaging and capture**  
*Capture, manage and share content practically anywhere it exists*
  - Social content management**  
*Connecting people with social content and office documents*
  - Advanced case management**  
*Optimize case and business outcomes*
  - Content analytics**  
*Gain unexpected business insights*
  - Information life-cycle governance**  
*Reduce cost and risk by managing information through its life cycle*

# Metadata Maturity Model

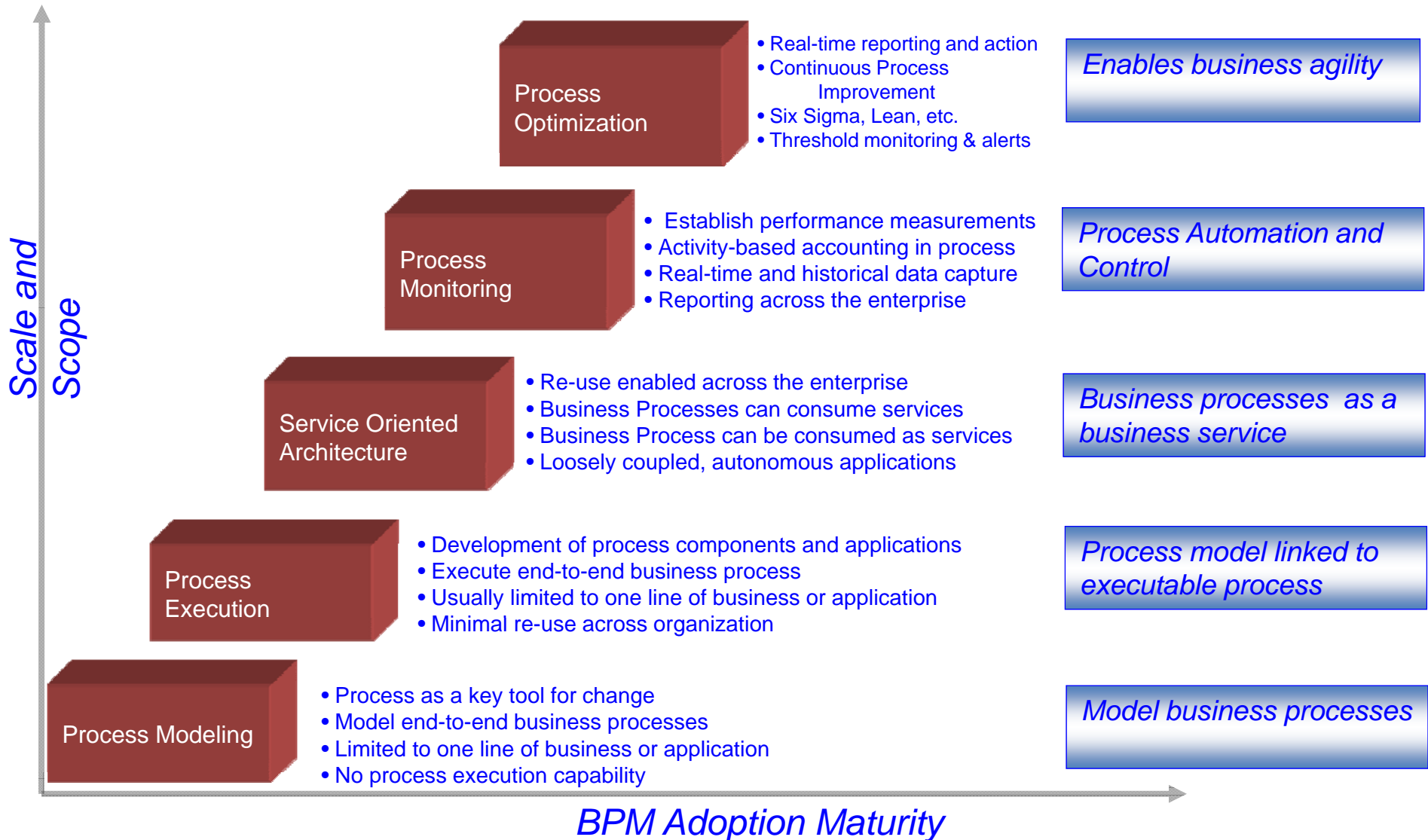


# Enterprise Content Management Maturity Model





# Business Process Management Maturity Model



# Leverage the **technology** platform that's best for you

*An effective technology platform for ECM incorporates these elements*

## Platform capabilities

- Enterprise integration and federation
- Virtually unparalleled extensibility and scalability
- Flexible deployment models (on-premises, hosted, cloud, etc.)

## Middleware extensions

- Business analytics
- Business process management
- Data management
- Social business
- Web content management

## Solution entry points

- Advanced case management
- Content analytics
- Document imaging and capture
- Information life-cycle governance
- Social content management

# Get the basics right and link to processes

## Enterprise Content Management

- Establish good content governance:
  - Have accountability for bodies of content
  - Give operational support
- Have good answers to these questions:
  - Who will own what content?
  - How will content be categorized and tagged?
  - Who will establish and maintain the retention policy?
  - How will adherence to ECM policies be measured and enforced?
- Don't manage all content at the enterprise or business-unit level
- Use BPM to enforce a content management life cycle
- Leverage virtual team spaces for unmanaged, shared "working" content
- Assess policy and process alignment

## Information Lifecycle Management

- Create a cross-functional oversight team including business, IT, legal and finance personnel as well as an executive sponsor
- Identify compliance requirements (program, regulatory, legal, fiscal)
- Draft the appropriate records management policies and processes
- Build a retention schedule and file plan
- Determine functional and technical requirements
- Select and deploy records management technology
- Communicate records management policies and processes
- Establish continuous audit and review processes

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# Recent IBM ECM Business Value Assessment

# Key Business Requirements

- **Improve staff efficiency and productivity**
- **Provide an integrated environment for document search and retrieval**
- **Provide access to documents for offsite Auditors**
- **Provide the ability to capture and store printed management reports**
- **Provide a scalable solution to support Records Management for retention and destruction**

# Solution Assessment Findings

- **Approximately 13% (62 minutes) of staff time is spent on paper management**
- **Approximately 50% of Supervisors' time is spent manually balancing workload, measuring employee productivity and supporting backlog**
- **Approximately 50% of paper files are copied and multiple copies stored as records**

# Return on Investment – Assumptions

- Observation included 41 FTE
- Extrapolation for SAP FTE to total of 481
- Extrapolation for 319 General Forms users
- Average salary assumption \$40,000CAD
- Annual Salary for 800 FTE \$41,600,000CAD

## Existing Employee Details

[Clear Data On This Sheet](#)

Job #	Job Title	Current # FTEs Per Position	Burden Rate	Annual Salary Per FTE	Annual Overtime \$ Per FTE	Fully Burdened Annual Salary Per FTE	Total Current Annual Salary Cost
1	Manager, Operational Accounting AP	2.00	30%	\$40,000		\$52,000	\$104,000
2	AP Financial Services Officer	4.00	30%	\$40,000		\$52,000	\$208,000
3	AP Clerk	13.00	30%	\$40,000		\$52,000	\$676,000
4	AP Administrative Assistant	1.00	30%	\$40,000		\$52,000	\$52,000
5	AP Payment Processing Specialist	Incl					
6	AP Financial Accountant	Incl					
7	Director AR	1.00	30%	\$40,000		\$52,000	\$52,000
8	AR Secretary II	1.00	30%	\$40,000		\$52,000	\$52,000
9	AR Manager Financial Services	3.00	30%	\$40,000		\$52,000	\$156,000
10	AR Financial Services Officer III	Incl					
11	AR Financial Services Officer II	Incl					
12	A/R Clerk III	16.00	30%	\$40,000		\$52,000	\$832,000
13	AR Clerk IV	Incl					
14	AR Clerk III	Incl					
15	General SAP Employees	440.00	30%	\$40,000		\$52,000	\$22,880,000
16	General Departmental Employees	319.00	30%	\$40,000		\$52,000	\$16,588,000
<b>Total</b>		<b>800.00</b>					<b>\$41,600,000</b>

# Return on Investment – Business Tasks

- Annual Salary for 41 FTE \$2,132,000.
- Current Manual Processes Cost \$1,573,455.
- Savings estimated 13%

## Transactional Savings

		Clear Sheet Data	Distribution View		Savings With IBM			Total Savings W/ IBM	
Task	Discrete Task List	Performed By	(mil A) Task	% Savings With IBM					
			Year 1	Year 2	Year 3	Year 1	Year 2	Year 3	
1	Validate Customer via Registry of Joint Stock	AP Clerk		25%	50%		\$17	\$33	\$50
2	Validate Customer via GST/HST Registry	AP Clerk		25%	50%		\$17	\$33	\$50
3	Validate Postal Code and address via Canada Poste	AP Clerk		25%	50%		\$55	\$112	\$167
4	Complete SAP data entry from Customer Create Request	AP Clerk		35%	50%		\$77	\$112	\$189
5	Complete SAP data entry from Customer Create Request for Direct Deposit	AP Clerk		35%	50%		\$77	\$112	\$189
6	Print screens completed in SAP	AP Clerk	100%	100%	100%	\$219	\$221	\$223	\$663
7	Update Notes in SAP	AP Clerk	25%	70%	70%	\$55	\$155	\$156	\$366
8	Sign and Date	AP Clerk	25%	70%	70%	\$55	\$155	\$156	\$366
9	Convert SAP report to Excel	AP Clerk	25%	70%	70%	\$301	\$851	\$859	\$2,011
10	Lookup each item in SAP to add data to Excel Report	AP Clerk	25%	70%	70%	\$383	\$1,083	\$1,094	\$2,560
11	Complete Stale/Stop Payment Request Forms	AP Clerk	25%	70%	70%	\$957	\$2,708	\$2,735	\$6,400
12	Complete Return of Cheques for Cancellation	AP Clerk	25%	70%	70%	\$137	\$387	\$391	\$914
13	Attach Cheque and Envelope	AP Clerk	25%	70%	70%	\$27	\$77	\$78	\$183
14	Manually route form for Manager approval and signature	AP Clerk	25%	70%	70%	\$27	\$77	\$78	\$183
15	Pick up AP docs	AP Clerk	25%	70%	70%	\$27	\$77	\$78	\$183
16	Review AP docs for accuracy	AP Clerk	25%	25%	25%	\$162,812	\$164,440	\$166,085	\$493,337
17	Enter invoice into SAP	AP Clerk	25%	25%	25%	\$54,271	\$54,813	\$55,362	\$164,446
18	Date Stamp and put in work bundle	AP Clerk	25%	70%	70%	\$54,271	\$153,477	\$155,012	\$362,760
19	T4A Adjustment prepared	AP Clerk							
20	Route T4A for approval	AP Clerk	25%	70%	70%	\$162,812	\$460,432	\$465,037	\$1,088,281
21	Enter T4A Adjustment	AP Clerk							
22	Support backlog	AP Financial Services Officer	5%	5%	5%	\$1,313	\$1,326	\$1,339	\$3,979
23	Phone support mentoring and training	AP Financial Services Officer							
24	Print and Sort End of Day Vendor Change Report	AP Administrative Assistant	25%	25%	25%	\$55	\$55	\$56	\$166
25	Pull completed work from AP Clerks	AP Administrative Assistant	25%	70%	70%	\$27	\$77	\$78	\$183
26	Line item check off End of Day Vendor Change Report	AP Administrative Assistant	25%	70%	70%	\$2,462	\$6,962	\$7,032	\$16,456
27	Photocopy report and reconciliation to Manager	AP Administrative Assistant	25%	70%	70%	\$27	\$77	\$78	\$183
28	Date stamp and file	AP Administrative Assistant	25%	70%	70%	\$137	\$387	\$391	\$914
29	Print Stale Cheques Report	AP Administrative Assistant	25%	70%	70%	\$410	\$1,160	\$1,172	\$2,743
30	Mail sorted and put in trays	AP Administrative Assistant	100%	100%	100%	\$547	\$553	\$558	\$1,658
31	Customer lookup Request for Invoice	A/R Clerk III	25%	70%	70%	\$4,344	\$12,284	\$12,407	\$29,035



# Return on Investment – Assumptions

- **Savings:**
  - **Extrapolated conservative 8% improvement for all other FTE:**
    - **General SAP FTE Savings = \$1,830,400.**
    - **General Departmental FTE Savings = \$1,327,040.**

Existing Employee Details		Clear Data On This Sheet		Detailed View		Enable Du				
Job #	Job Title	Current # FTEs Per Position	Burden Rate	Annual Salary Per FTE	Annual Overtime \$ Per FTE	Fully Burdened Annual Salary Per FTE	Total Current Annual Salary Cost	Productivity Savings %	FTEs Savings w/out Tasks	Equivalent Salary Savings
1	Manager, Operational Accounting AP	2.00	30%	\$40,000		\$52,000	\$104,000			
2	AP Financial Services Officer	4.00	30%	\$40,000		\$52,000	\$208,000			
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16	General Departmental Employees	319.00	30%	\$40,000		\$52,000	\$16,588,000	8.00%	25.52	\$1,327,040
<b>Total</b>		<b>800.00</b>					<b>\$41,600,000</b>		<b>60.72</b>	<b>\$3,157,440</b>

# Why IBM and Adjacent ?



IBM and Adjacent have the experience, solutions and road map to help governments become smarter. We deliver the following:

- **A commitment** to progress and a century's worth of proven solutions
- **Solutions** that deliver value and address today's challenges and goals while creating a foundation for tomorrow
- **Leadership** that helps build smarter governments and a smarter planet
- **A strong ECM portfolio** with complementary Business Partners that address public sector needs

*56 of the top 58 government organizations use ECM solutions from IBM.\**

\*Lists of top organizations sourced from Dun & Bradstreet Worldbase. ECM client information sourced from IBM Finance.