

Join us at the Enterprise Content Management Program at Insight2014

October 26 – 30

Mandalay Bay | Las Vegas, Nevada



Advanced Case Management at Insight 2014

Why choose the Advanced Case Management track:

Whether you are in IT, IT Management, or are running a LOB Department or Customer Service, you are looking for ways to help your teams work smarter and faster. The Advanced Case Management Track provides a full agenda of sessions, speakers and organizations that have used dynamic case solutions to transform their businesses. Learn about the latest case capabilities, use cases and best practices for enhancing service levels, tracking investigations or improving incident management, while improving operational efficiency and reducing costs.

Listen to these customer speakers:

AIG Fuji Life Insurance Co: AFLI in Japan aims to meet customers and partners needs and provide products and services which will target higher levels of customer satisfaction. Learn how Case Manager provides a dependable platform with the flexibility needed to operate in an evolving regulatory framework and business environment.

Managing Suncorp's IBM ECM & Case Manager Centre of Excellence: Suncorp, the largest insurance organization in Australia, has established a Shared Services Centre of Excellence to manage business process across a variety of departmental uses. Suncorp will share the evolution of their ECM usage, growing from a departmental point solution to an enterprise strategic initiative and how teams prioritize which deployments are rolled out.

Modernized Regulation Publishing Process using Advanced Case Manager at State of Connecticut: How do you transform a legacy regulations process, based on paper, into a modern electronic process that is flexible and responsive to the needs of citizens? That's the story that the State of Connecticut will recount in detail.

Don't miss our EXPO and Demo Gallery:

See the latest Case Manager release in action at a series of demo stations in the ECM Booth:

- Case Manager for Investigations – the newest ECM Solution
- Case Manager – a selection of demonstrations show Case Manager in action to improve customer service, speed investigations, and improve incident tracking

- Case Manager for Agile Correspondence – Track and manage communications for customer engagement and comply with FOIA

Plan to attend these top sessions:

M	08:15	ECM in the General Session
M	02:00	ECM Keynote
M	03:30	ECM Product & Strategy
W	11:15	EAC-7082A: Smarter Process Helping Business and IT to Build Smarter Solutions
W	03:00	EAC-5522A: What's New in IBM Case Manager?
TH	08:15	EAC-4895B: Leveraging Case Manager for IBM Content Manager (CM8)
TH	11:15	EAC-4885A: Creating Mobile Case Solutions with IBM Case Manager
TH	03:00	EAC-6572A: Solving the Case

See these Business Partner solutions:

Pyramid Solutions: Using Case templates combined with customer UI and Components, Pyramid will show how to create reusable business focused applications deployed at Fortune 500 companies.

Imagine Solutions: This case study session will feature an award-winning Case application that leverages Case Manager, Encapture, and Datacap to improve data quality, eliminate errors, and manage more efficiently an increasing number of cases (without increasing staff), as well as providing an optimized 360 view of those cases at all remote branches.

Quark: This longtime IBM Business Partner will demonstrate its solutions and client studies on transforming Financial Communications to Employees and Customers. Learn how information can be gathered and structured, metadata applied, compliance assessed and real-time formatting applied to satisfy every delivery channel.

Meet 1:1 with IBM Executives:

Take advantage of a unique opportunity to meet 1:1 with IBM executives, subject matter experts and innovative IBM Business Partners. Talk strategy with ECM business leaders, such as Mohammed Attar. Take a deep dive into Case Management with experts from our product and technical teams, including Dave Perman, Allen Takatsuka and William "Doc" Mills.