Advanced Case Management Solutions

IBM Case Manager

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Enterprise Content Management

Current Business Challenges

The volume and variety of information can be overwhelming...and it is arriving faster every day

Access to expertise is imperative to quality decision making

Flexibility is essential to responding effectively to opportunities or threats

Regulatory or legal risks impose need to consistently adhere to ... policies and rules

Automation has handled the routine, exceptions are now the norm, many automated processes are outsourced
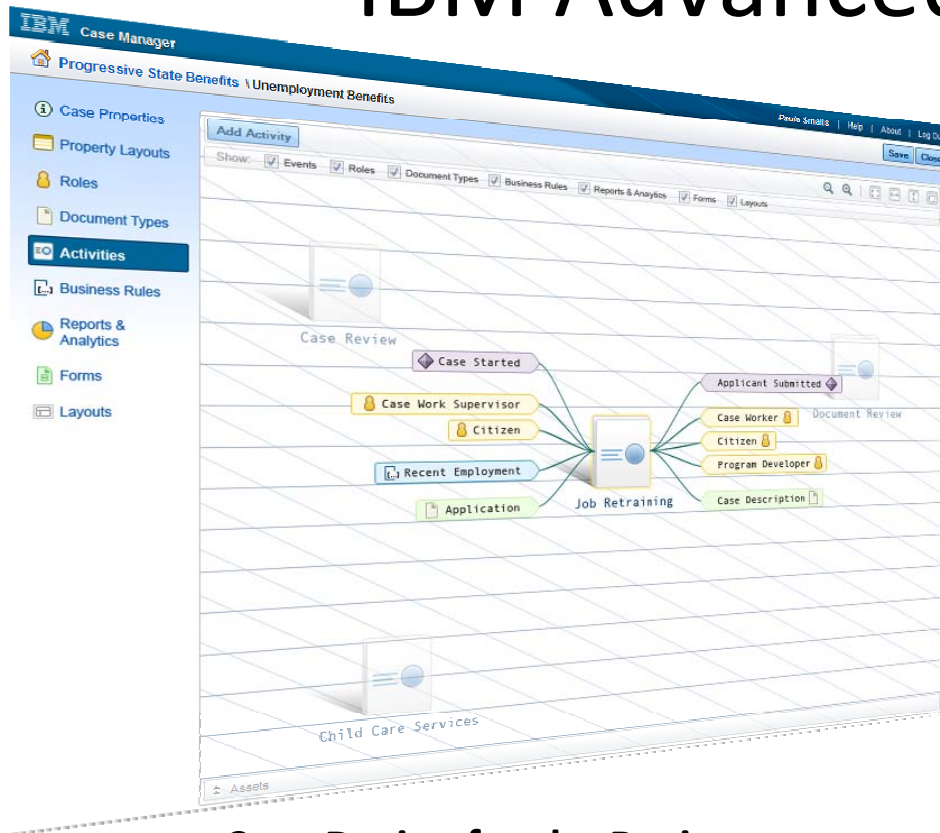
Case Management – Industry Viewpoint

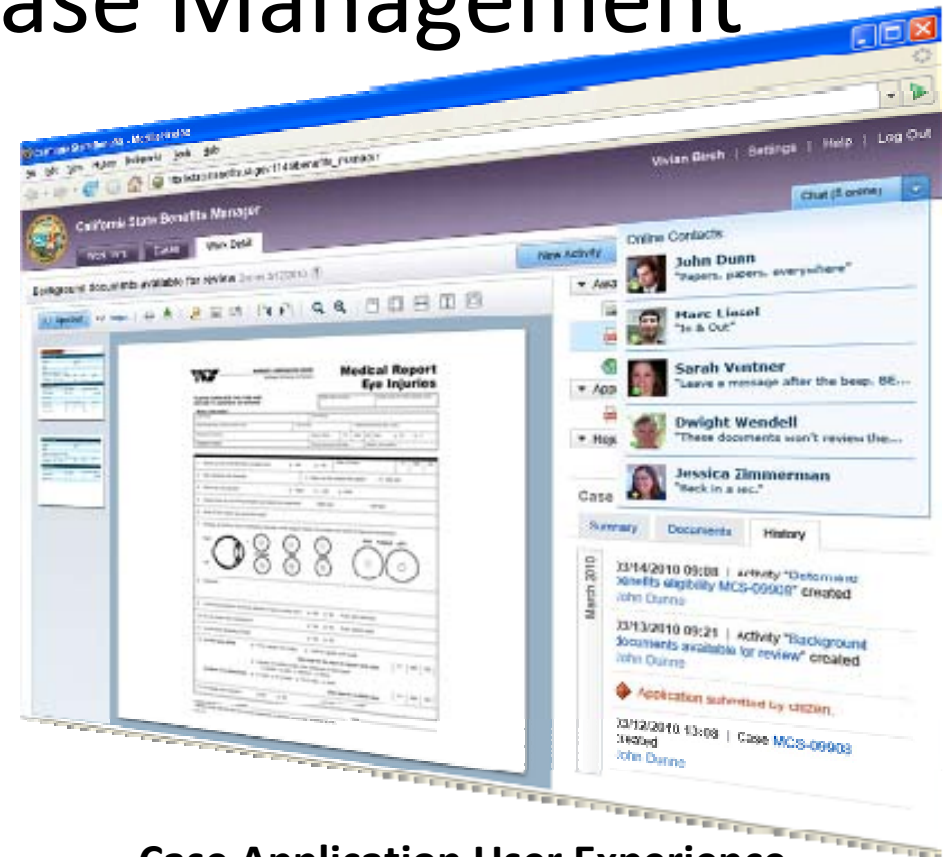*Although 'case' may be expressed differently in various industries …*

Invoice, Contract, Employee, Vendor, Customer, Project, Change Request, Complaint, Exception, Incident, Audit, eDiscovery, etc…

- Policy
- Underwriting
- Claim
- Annuity

- Loan
- Dispute
- Customer
- Mortgage
- Account
- Credit Card
- Personal Line
- Investment

- Patient case
- Member
- Provider

- Benefit Enrollment
- Grant
- Court case
- Citizen
- Tax payer

- Rate Case
- Claim
- Permit
- Land
- Property

… a common pattern of challenges exists across all industries

IBM Advanced Case Management

Case Design for the Business

- Easy to use, wizard-driven

- Comprehensive across case assets

- Leverage templates for a fast start

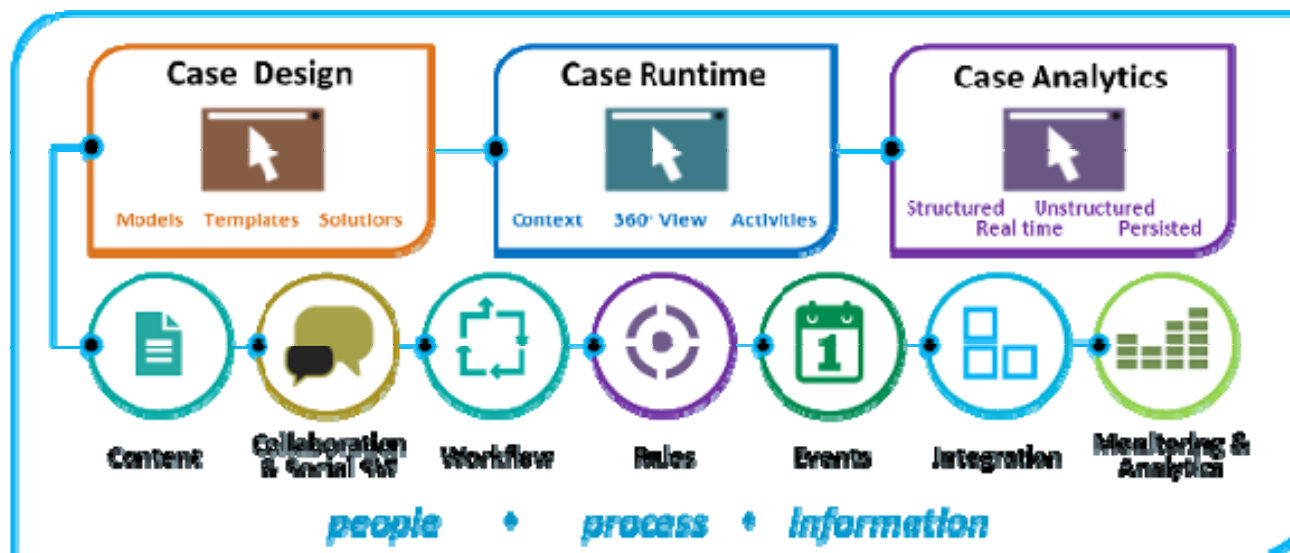- Significantly shortens time-to-value for case-style applications

Case Application User Experience

- Roll-based and personalized

- Flexible and extensible

- Provides deep context for case work

- Brings people, process and information together to drive case progression and better outcomes
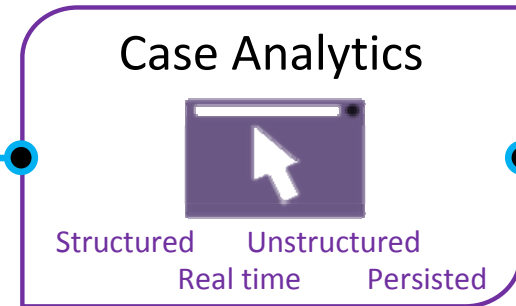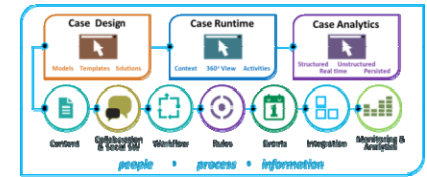
Advanced case management with IBM Case Manager

Simplifying the delivery of case-based solutions

- *Case Infrastructure built on IBM FileNet P8 Platform leveraging ECM services and content-centric process management*

- *Includes Content Analytics, WebSphere ILOG jRules, Cognos RTM, Lotus Sametime and Mashups – for use within case solutions*

- *Extensible to the entire ECM portfolio*

- *Deep integration to WebSphere Process Server for connectivity to other systems*

IBM Case Manager: Powerful analytics for better case outcomes

Case Analytics

Structured   Unstructured
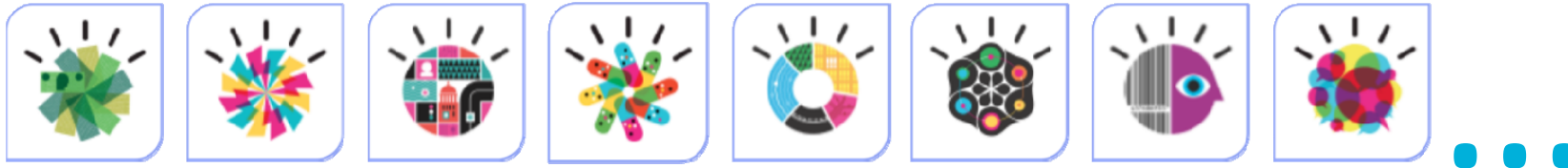Real time   Persisted

- **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.

Meeting unique industry requirements

IBM case management partners

- Altien – Cross Industry, Legal Doc & Hold Process Mgr

- CENIT – Cross Industry, ECLISO

- CGI – Healthcare, Credentialing

- CGI – E&U, NERC Compliance; Banking, Enterprise Originations

- Datamatics – Insurance, New Bus Processing

- Dayhuff – Employee On-Boarding

- GoPro – Public Sector, GoPro

- HCL America – Public Sector, iGOVERN; Banking, Card Originations

- enChoice – Cross, KwikWork Suite

- IMC – E&U, Rate Case Submission Mgmt

- Ovations – Cross, OvaFlo

- Pyramid – Banking, PCX, PLX, PIX, SmarterLending

- BPA Group – Cross, Meeting Manager

- TriTek – Insurance, Trans@ction Express for P&C Claims

- *and many more…*

Over 200 case management solutions

Over 500 Business Partner solutions

http://www-01.ibm.com/software/data/information-agenda/catalog/

Credit Card Dispute Management Demo

Tracy Mc Shay, Customer

Carly, Customer Service Specialist

Dave, Dispute Advisor

Paula, Business Analyst

Question & Answers

Thank you for joining.

For additional Advanced Case Management information:

www.ibm.com/software/advanced-case-management/

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