# IBM Case Manager - Mobile

Rob Constable
Senior Product Manager

# The case is your business objective

**It could be:**

- Customer, Patient, Citizen, Employee, Student

- Product, Service, Offering, Solution

- Process, Investigation, Incident

A case varies depending on the industry and organization

# How do people work?

They do common things:

- Gather facts
- Assemble materials
- Apply knowledge
- Get help from experts
- Make decisions
- Complete tasks
- Record job completed
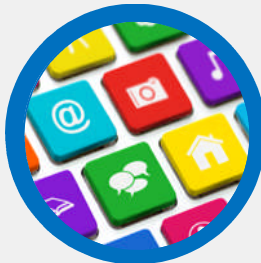
# Common Obstacles

- No easy way to bring together content, data, paper, video, social media

- Multiple systems and multiple screens to apply analytics, collaborate, workflow, actions

- Systems are confined to one way of doing things

- Difficult to record all data, content and events for audit and compliance
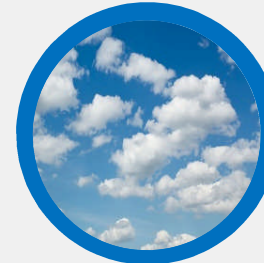
**People**    **Content**    **Workflow**    **Analytics**    **Cloud**    **Mobile**

**IBM Case Manager is a solution platform that engages people with data, process and analytics empowering them to achieve better business outcomes anywhere and everywhere**

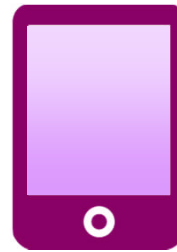Flexible    Auditable    Secure    Reportable    Persistence    $360^0$ view

# Some mobile facts: **By 2016**



- ➢ 2B users worldwide will get smartphones
- ➢ 64% of American adults own a smartphone

- ➢ 1B users for tablet
- ➢ 42% of American adults own a tablet

- ➢ Trend is still going **UP**

**Mobile** and **Cloud** are creating an expectation of **anywhere, anytime access**, and transforming **how we engage** with customers and employees

# Mobile is changing interactions and *how work gets done*

## Putting the right information into the right hands at the right times

45% increase in enterprise productivity with mobile apps

## Mobile transactions are generating unprecedented amounts of data

Global mobile data traffic reaching 6.3 exabytes per month in 2015

## People are transacting on mobile

Average users checks their mobile phone 150 times a day
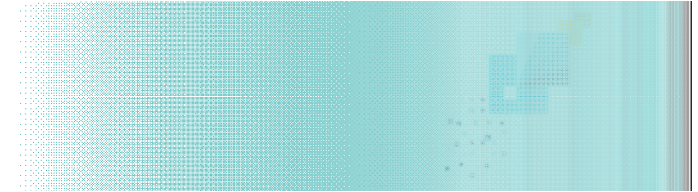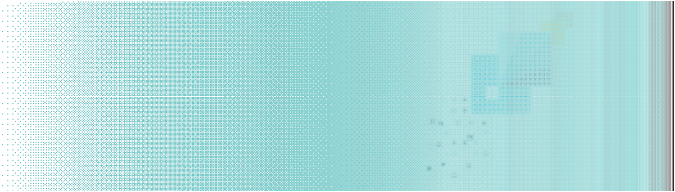
Only **39%** of enterprises currently provide mobile access of any sort

9

**65%** of enterprises reported that mobile was either *very* or ***extremely important*** to the business
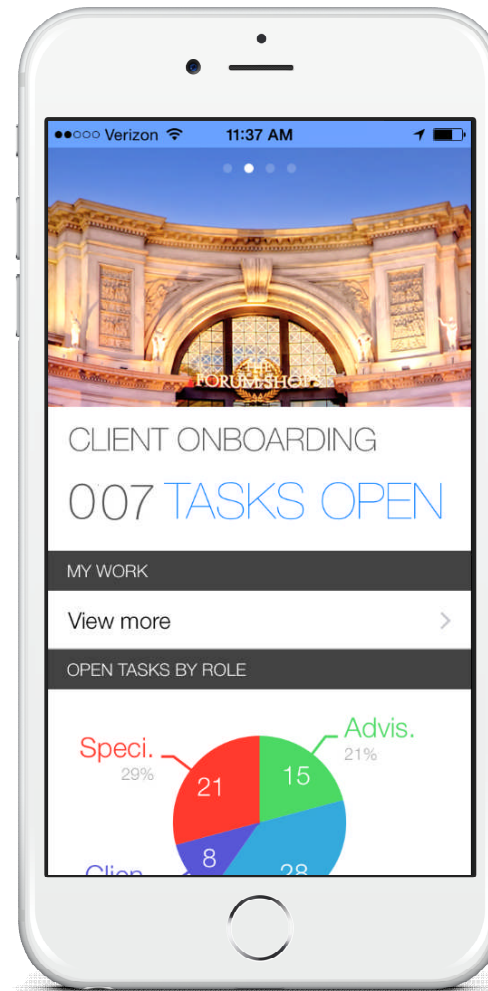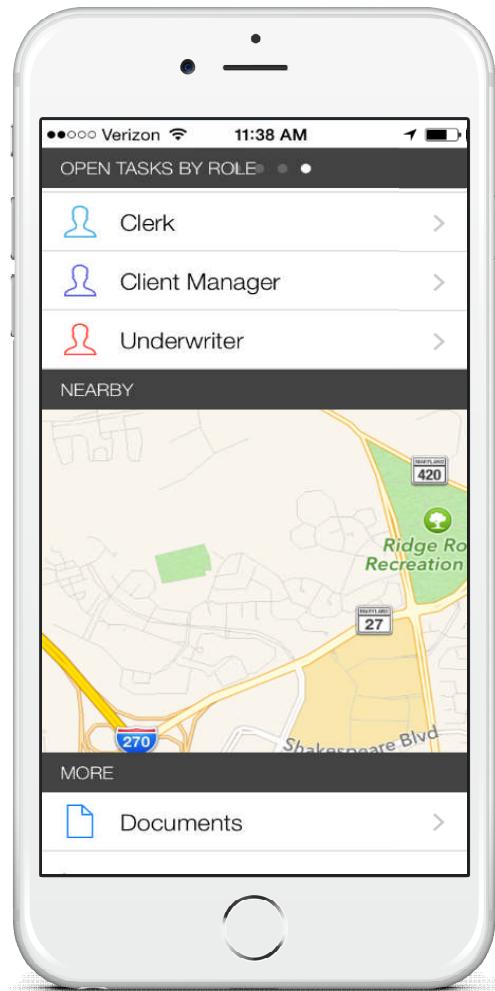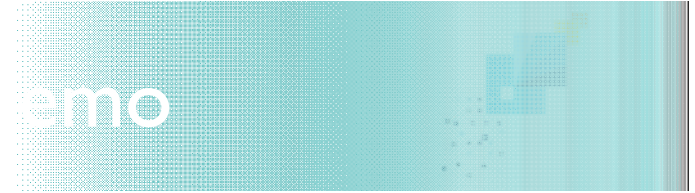
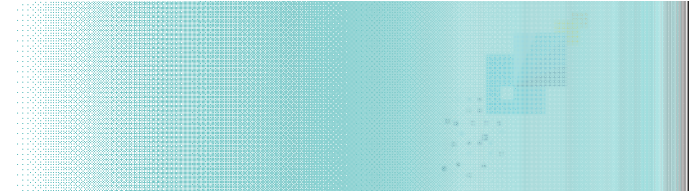Mobile access is limited with no app based capabilities

Shrunken down version of the full web page
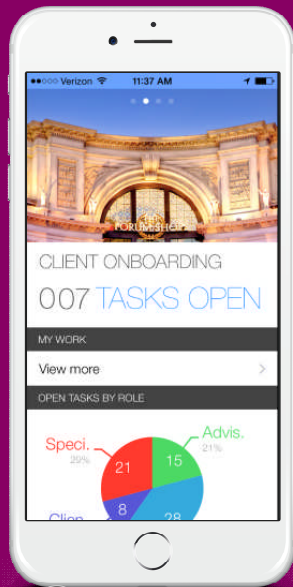
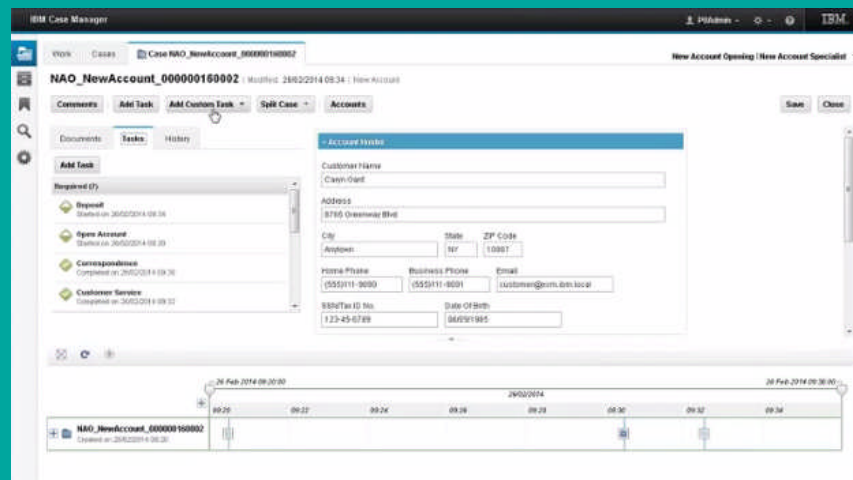Inefficient and not optimized

# Mobile

mo

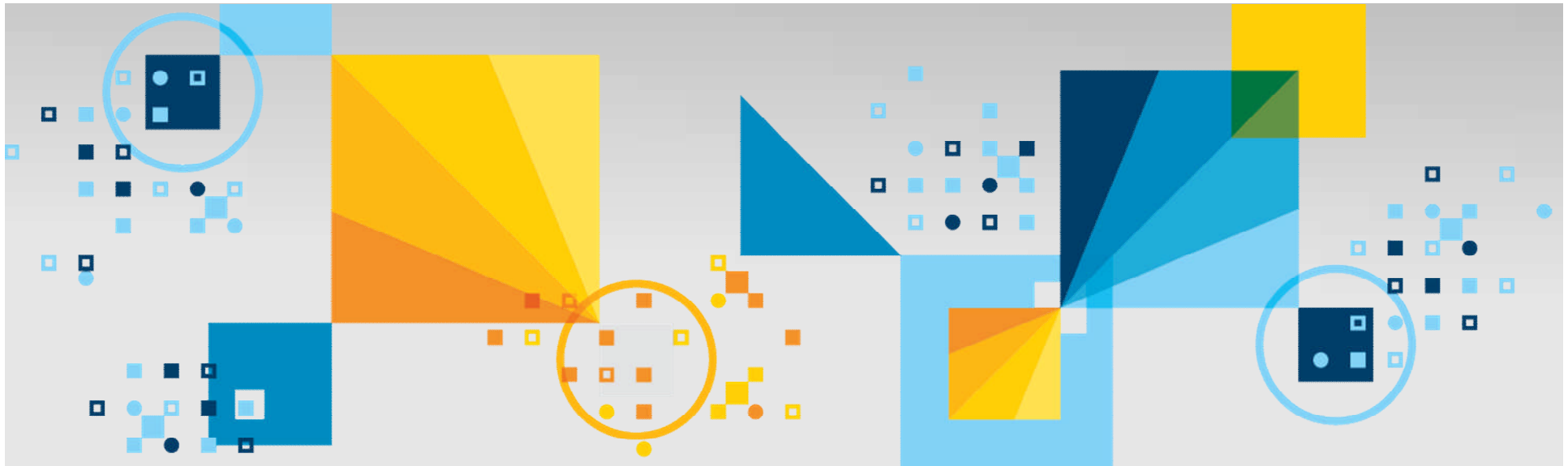Case Manager Mobile

Case Manager

Feature rich case management system with flexible process controls

# Case Manager Mobile Benefits

- Act on insights from the palm of your hand

- Build face-to-face relationships with customers away from the office

- Turn field-workers into instant experts

- Check on information when workers need it, trigger tasks, and remotely collaborating with colleagues

- Zero-code branding, theming, and MaaS360 integration

- No more "I'll call you when I'm back at the office"

# Thank You!