



IBM ECM for Government Case Management

Overview

- *Is your staff overburdened with increasingly large case loads and backlog?*
- *Are the current processes for the agency adequate to handle the case work load demands?*
- *Can information be easily accessed when required by a process?*
- *Is it sometimes necessary to collaborate with other constituents to properly process a claim?*
- *How long does it take to handle a stakeholder from initiation to close?*
- *How much does it cost the organization to manage each process instance?*
- *Would saving 10-30% per process transaction be desirable?*

Government agencies are faced with increasing work load based on population dynamics, regulatory changes and the need to increase their operational efficiency in case management such as; claims processing. Delivering these programs is complex. Often there are multiple parties involved including the consumer and this requires complex case management to accelerate the resolution of permissions, benefits complaints and other cases.

The IBM ECM Business Process Management (BPM) Framework provides a platform that aligns people, process and policy to ensure operational efficiency, legislative compliance and increased productivity. BPM enables Active Content to deliver information that is unified, accurate and in context with critical business processes and policy management. This provides the right information to the right constituents at the right time in the right context to enable better decisions faster. IBM's offering is a complete Enterprise Government Framework solution is built on open standards based technology with proven Return on Budget (ROB) and operational impact.

Features & Benefits

IBM Business Process Management Framework

The IBM BPM Framework helps agencies accelerate resolutions and decision making. Content in a case file can be worked collaboratively with automated workflows driving analysis, resolution and archiving for records retention. Authorized users will be able to access case file information needed to perform their business activities, without the users needing to know where the data is stored or its format.

Case file information can be entered once and shared as appropriate to eliminate duplicative data entry and data can be transmitted between systems using a common interchange format. The access to and sharing of case file information with other authorized organizations, parties and systems, is constrained by security and privacy considerations, legislation and policy. The relationships among cases and matters will be maintained throughout their lifecycles and across the organizations involved.



About IBM ECM

IBM's Enterprise Content Management software operation enables the world's top companies to make better decisions, faster. As the market leader in content, process and compliance software, IBM ECM delivers a broad set of mission-critical solutions that help solve today's most difficult business challenges: managing unstructured content, optimizing business processes and helping satisfy complex compliance requirements through an integrated information infrastructure. More than 13,000 global companies, organizations and governments rely on IBM ECM to improve performance and remain competitive through innovation.

More information about how IBM can address the needs of Government can be found on the IBM web sites.

[IBM Solutions for Government](#)

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Printed in the USA

06-08

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