

Intelligent Case Management

A seamless workflow to transform management of every case

Increase customer service quality and operational efficiency with intelligent case management and workflow automation

Do you struggle to comply with the mandated response times for GDPR or FOI requests? Are permits and licences routinely delivered late? Do customers complain about delays in handling their enquiries?

Integrating intelligent automation into managing these and other cases will help you deliver the right outcomes in a consistent and timely way. Our cloud-based Intelligent Case Management solutions automate processing and streamline decision-making for a wide variety of case types. You'll be able to improve service delivery efficiency, meet deadlines and compliance requirements more easily, and increase trust in your organisation.

- ▶ Capture and manage information via multiple channels
- ▶ Simplify and consolidate management and tracking of all the information for each case
- ▶ Embed self-service progress tracking portals for customer and third party access
- ▶ Deliver responses, approvals and other relevant outcomes and handle appeals and escalations
- ▶ Maintain a reliable and redactable audit trail for each case
- ▶ Enhance processes with performance analysis.

We've developed a range of out-of-the-box solutions to support common applications, and can rapidly deliver bespoke solutions.

The right solution to any case challenge

Built on a SaaS model, Intelligent Case Management solutions are quick to implement, and based on templates to suit a wide range of industries and pre-designed user interfaces for typical roles. We work with you to refine and optimise the standard proposition to meet the precise needs of your organisation.

- ▶ **Complaints management** - Capture, manage, respond to and report on feedback from across your business network including complaints, queries, suggestions, compliments and social media comments.
- ▶ **Permits & licensing** - Process licences and permits from application through to granting, and handle appeals.
- ▶ **Information requests handling** - Handle, manage, respond to and report on all manner of information requests, including those made under the Freedom of Information legislation and Environmental Information Regulations; personal information and public record requests; and law enforcement agency requests for disclosure of client information.



Improved service delivery



Enhanced customer experience



Simplified regulatory compliance

- ▶ **GDPR & privacy request** - Workflows to ensure timely, compliant management of privacy requests for access, rectification, erasure, processing restriction, data portability and objection.
- ▶ **HR case management** - Handle employee relations such as general enquiries, grievances, disciplinary matters and retirement requests. Monitor HR team performance using an extensive reporting suite and dashboards.

"The team has been fantastic. We have received nothing but friendly and helpful support with the team really getting to grips with our processes to ensure the system works for us."

**Jo Beer, Head of Information Governance
Torbay Council**

Our customers

More than **120 organisations** use our Intelligent Case Management solutions, including central and local government, universities, charities, and companies in the travel, telecoms, financial services and insurance industries.

Why Civica?

- ▶ **20+ years** experience of building web-based case management systems with iCasework and Microsoft
- ▶ Our case management solutions are used by **120+** government and enterprise customers around the world
- ▶ We can rapidly configure new solutions with no need for lengthy bespoke development
- ▶ A fully browser-based, responsive design optimises the experience on any device for internal and external customers and users
- ▶ The platform underpinning our case management solutions is mature, secure and scalable, and certified to ISO 9001, ISO 27001 and PCI DSS
- ▶ Delivery of solutions on a SaaS basis removes the need for you to procure, install and manage hardware; and ensures solution scalability
- ▶ Your data is kept private using single-tenant database schemas, and protected through regionalisation
- ▶ UK government solutions are deployed on CESG-accredited infrastructure that restricts access to the PSN.

Our approach

We hold workshops with you to understand the process that needs supporting and how to operationalise it. The low-code/no-code nature of our platform means we can focus on enhancing the process and optimising the workflow, rather than spending time on complex coding.

Our platform

Our iCasework platform is cloud-native, ensuring it provides a secure, scalable, high-performance SaaS solution with unlimited storage. Data segregation and advanced security controls ensure your data remains private. The platform may be deployed to different geographic regions to meet your data protection requirements.

For case management solutions for UK government, we deploy iCasework on infrastructure that has achieved CESG Official accreditation.

Bespoke solutions

iCasework is a highly flexible and configurable solution. Sophisticated form and workflow design tools allow our consultants to rapidly build custom case management solutions using the power of the iCasework platform.

Benefits

- ▶ Higher quality of service and improved customer and user experience
- ▶ Consistent case management workflow streamlines processes and supports regulatory compliance
- ▶ Reduced time, effort and cost to process and manage cases
- ▶ Reduced demand on contact centre staff through 'right first time' approach to case-handling
- ▶ Reduced admin workload for contact centre staff through customer self-service for status updates
- ▶ Extensive analytics to monitor process performance and identify opportunities for refinement
- ▶ Continuous improvement enabled by low-code/no-code solutions that are quick and easy to reconfigure.

Find out more

To find out more about how our **Intelligent Case Management** solutions can help you transform your organisation, visit us online or contact us today.

