

EMC SOLUTIONS FOR PUBLIC SECTOR CASE MANAGEMENT

Delivering exceptional citizen service with streamlined, automated case management

ESSENTIALS

- Reduce paper handling and speed case resolution through electronic document capture
- Drive efficiency through streamlined, automated business processes
- Collaborate securely within and across agencies
- Enable connected government by transitioning to virtual case files that facilitate collaboration, accountability, and improved citizen services
- Deliver faster, more reliable responses to citizens and businesses
- Find, share, manage, and protect information more effectively
- Comply with international records management mandates
- Archive closed cases electronically to ensure rapid access and appropriate retention

Typical case types:

- Criminal justice
- Investigations
- Correspondence management/FOIA
- Delinquent parents and guardians
- Licensing and permitting
- Grants and subsidies
- Contracts management
- Court case management
- SOP management

Public Sector agencies at all levels are facing conflicting pressures. Governments need to improve how services are delivered to its citizens while containing expenses and ensuring access to necessary information. Hiring more people to manage increasing caseloads and manual processes is no longer an option. Demand for collaboration and data sharing across departments has never been greater—yet it must be carried out swiftly and securely, in order to deliver on the promise of connected and effective government.

Case management is the way in which many vital services are delivered, but the conventional approach to case management—which often relies on paper-based processes and hard-to-integrate legacy or custom-built systems—can no longer keep up with case management volume or meet the heightened service expectations agencies face. In organizations where casework is still primarily paper-based, the paper case file obscures visibility into and across cases, increases the risk of errors, omissions, and lost documents, and slows decision-making. By streamlining and automating the case management functions, public sector organizations can increase efficiencies, improve productivity, and decrease costs.

Today, more agencies at all levels of government—federal/central, state/regional, and local—are turning to EMC for Connected Government solutions to transform their operations and achieve more effective and more efficient service delivery. One of the first steps to a more connected government rests on solutions for case management—and EMC has the industry expertise as well as the technology solutions to help you get there. Using a platform that favors rapid configuration versus expensive custom coding, EMC and its public sector partners build solutions that consolidate redundant systems, modernize IT infrastructure, and redesign business processes—all while reducing time, cost, and risk.

BUILD INTEGRATED CASE MANAGEMENT SOLUTIONS WITHOUT EXPENSIVE CUSTOM CODING

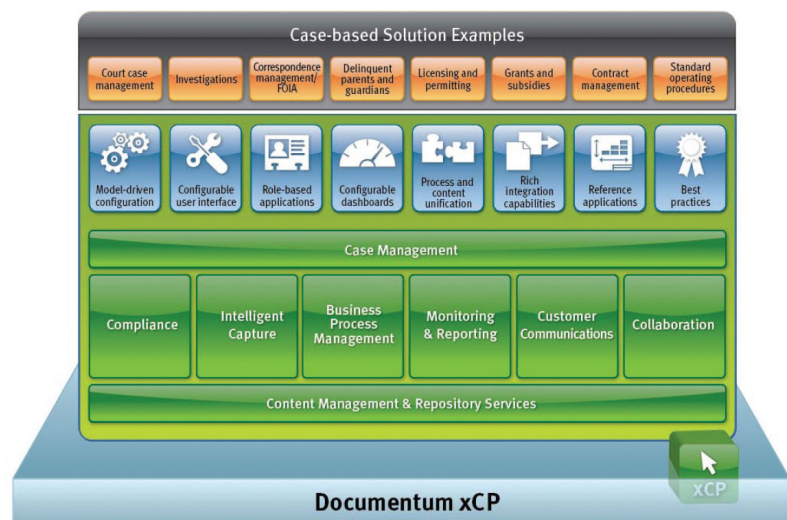
Traditionally, developing automated case management solutions has been difficult, time-consuming, and costly. These solutions required substantial custom coding and were often difficult to modify when business requirements changed. But, with the EMC® Documentum® xCelerated Composition Platform (xCP), case management solutions are configured with prebuilt templates and components. Using Documentum xCP, a truly flexible and integrated solution for speeding the resolution of case files can be delivered in less time with substantially fewer resources.

“Documentum has been identified as a key component of an Integrated Justice System (IJS) solution that would dramatically boost the efficiency of the court system and lift the burden of administrative paper pushing from those who have legal training.”

HASSEN EBRAHIM, INFORMATION MANAGEMENT SYSTEMS, DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT, SOUTH AFRICA

Documentum xCP combines fully integrated technologies, including content management, business process management, collaboration, and intelligent capture, to manage the case management lifecycle. Process monitoring tools identify the bottlenecks and inefficiencies that make it difficult for agencies to meet escalating citizen service demands. With an EMC solution, agencies can raise their “information metabolism,” becoming more nimble and responsive.

Within criminal justice, law enforcement, taxation, healthcare, trade relations, and more, EMC solutions for case management consolidate all content in a unified repository that seamlessly manages images, audio and video, correspondence, legal documents, faxes, print and digital data streams, and email. With an EMC case management solution, government agencies and ministries around the world can reduce cycle time, improve responsiveness, lower costs, and comply with regulatory mandates—without maintaining multiple applications and information systems. EMC’s Unified Storage offerings are guaranteed 20 percent more efficient than any other offering available—so you get a case management solution built on the most efficient infrastructure around. Government organizations are constantly trying to do more with less, and EMC provides the technologies to do just that.



EMC solutions for case management provide a 360-degree view of information, enabling case managers and call center personnel to rapidly locate documents—whether inside the firewall or outside in external content sources including web content or databases and repositories such as LexisNexis.

REDUCE PAPER AND SPEED CASE RESOLUTION

With EMC solutions for case management, electronic document capture ensures that all relevant case material can be tracked and administered from a central repository, effectively eliminating lost or misplaced documents. Instead of paper case files and folders, virtual case file (VCF) technology allows any piece of case content to be managed as an information object, which can be part of multiple VCFs and compound documents simultaneously. Alterations to an object simply create another rendition, without altering the original—and all changes become part of the VCF audit history. VCFs enable faster throughput and can be managed with automated workflows and business processes to:

- Reduce exceptions and ensure accuracy
- Drive consistency across locations and departments
- Decrease document printing, distribution, and storage costs

When information is linked across agency boundaries through virtual case files, government agencies can more quickly recognize Social Security claim fraud and identity theft, provide leads on missing persons, detect instances of the same citizen contacting the government through multiple departments, and more. This is all part of the framework for a connected government model. By sharing information across agencies and departments, there is a singular view of citizens. Efficiencies are realized—and so are attempted abuses of the system.

Calculate your return on investment. Learn how an EMC solution can improve performance and reduce cost across the entire case management lifecycle.

www.EMC.com/government/roi

“The Army recruiting and enlistment process—traditionally an extremely manual, paper-intensive, and time-consuming process—is being radically transformed into a web-based, paperless process with help from Documentum and Sun.”

GARY BISHOP, CHIEF OF WEB APPLICATIONS AND TECHNOLOGY, APPLICATION PROGRAMMING, USAREC

COLLABORATE SECURELY WITHIN AND ACROSS AGENCIES

When case managers collaborate, the quality of decision-making improves dramatically.

With EMC solutions for case management, case workers can create secure, digital team rooms to mediate disputes, share information, or discuss options with analysts and domain experts. They can review case files with dispersed team members from other offices or in the field. Collaborative content is retained and can be referenced as needed. The case management repository makes the most current, accurate, and comprehensive information accessible from all agencies while protecting information privacy and integrity with tiered access controls. This ensures your agency is compliant with industry regulations and can be called upon to authenticate and deliver data if required.

DELIVER FASTER, MORE RELIABLE RESPONSES TO CITIZENS AND BUSINESSES

Good customer service—in government or anywhere else—requires a 360-degree view of information. Using EMC solutions for case management, case workers and call center personnel have a robust enterprise content management platform with automated search capabilities to rapidly find documents residing not only in internal content sources such as databases and file systems but also in external content sources such as web content and LexisNexis repositories. This improves worker productivity and saves time so that employees can be focused on business-critical tasks. Customer service representatives can also find case records without leaving a CRM or ERP application such as Siebel or SAP, further improving the delivery of services to citizens. Case management also enables self-service portals to capture information directly from the case manager or call center personnel, triggering workflows and by automatically notifying citizens and businesses of the case status. Connected government is not just about connecting government with government, but connecting government with citizens, and providing constituents with timely, accurate information which further improves government transparency and enhances connected government models.

FIND, SHARE, AND MANAGE INFORMATION MORE EFFECTIVELY

EMC solutions for case management enable information to be located virtually anywhere. With intelligent case routing, that information can be delivered to the right people at the right time. Intelligent case routing also leverages business rules embedded in workflows and repeatable processes to tap the proficiency of domain experts and apply accumulated knowledge from prior case reviews. By standardizing processes across the individual business units, governments have a holistic view of all of their departments. Each individual agency benefits from process standardization and collaboration—key components of a government model.

COMPLY WITH INTERNATIONAL RECORDS MANAGEMENT MANDATES

Government agencies worldwide are subject to numerous regulatory requirements pertaining to the management and storage of electronic documents. In the United States, agencies must adhere to the Government Paperwork Elimination Act (GPEA), the Freedom of Information Act (FOIA), and Department of Defense (DoD) 5015.2. Elsewhere in the world the picture is even more complex, with different records requirements (such as those specified by DOMEA in Germany, the National Archive in the UK, GEVER in Switzerland, and NOARK in Norway) gradually being superseded by requirements based on the Model Requirements for the Management of Electronic Records (MoReq 2), an emerging standard driven by the European Union. Many countries also have regulations related to freedom of information, all which tie to the worldwide imperative for more open government and increased citizen engagement.

Case management drives compliance with standards and procedures to be enforced by business rules and also enables service-level reporting (to determine, for example, whether replies have been sent or decisions taken in a specified time frame). The case management repository audits all process activities and stores the audits as business records—enabling government agencies and ministries to prove compliance.

THE EXPERTISE TO ACHIEVE PUBLIC SECTOR GOALS

EMC works continuously with its public sector partners, including Accenture, Deloitte, Capgemini, Unisys, SAIC, Booz Allen Hamilton, and others, to define, develop, and deliver case management solutions that leverage the power and flexibility of Documentum xCP. EMC automated case management solutions help government agencies deliver exceptional citizen service and results-oriented, market-based improvements in government performance.

CONTACT US

To learn more about case management solutions, contact your local EMC sales representative or authorized value-added reseller, visit our website at www.EMC.com, or call us at 800.607.9546 (Outside the U.S.: +1.925.600.5802).

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