

Advanced Case Management Solutions

IBM Case Manager

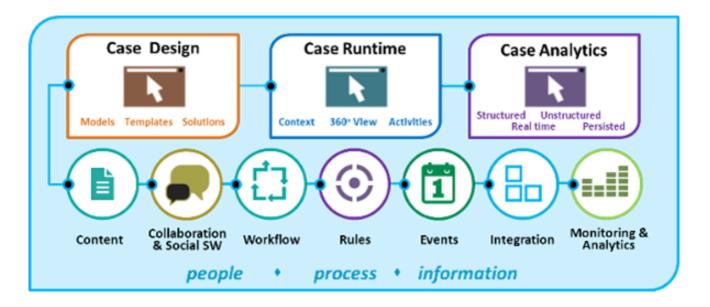




Advanced case management with IBM Case Manager

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: Rapid application case design for the business



IBM Solution Designs	e Uter Name Help About Log Out California State Benefits \ Unemployment Benefits \ Activities Seve Seve and Osee Cover	Case Design
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	Der Manuel Des Manuel Des Des Maruel Des	for case-style applications
Depicyment Errors		 Easy to use, "Interview Mode" (using a driver)
No. or or o		(wizard-driven) Case designer allows a business user
Sarma ramagna		to very quickly build a solution

Bottom line:

Deliver end users the solution in a fraction of time of other approaches

Comprehensive across case assets Solutions provide 360⁰ role-based view of case

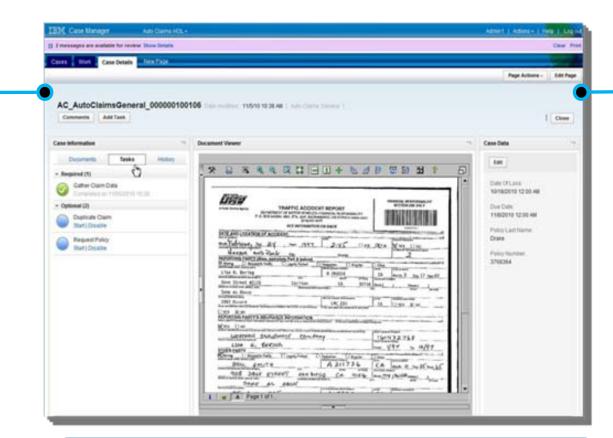


IBM Case Manager: Case worker user experience

Case Runtime

Context 360° View Activities

- Role-based and personalized End user gets exactly the information they need to progress the case
- Flexible and extensible
 Can be configured to meet unique business requirements
- Provides deep context for case work No more disjointed jumping among applications
- Brings people, process and information together to drive case progression and better outcomes



Bottom line:

A case worker has all the information needed to improve case outcomes and optimize decisions.



Unique content analytics for

understand business impact

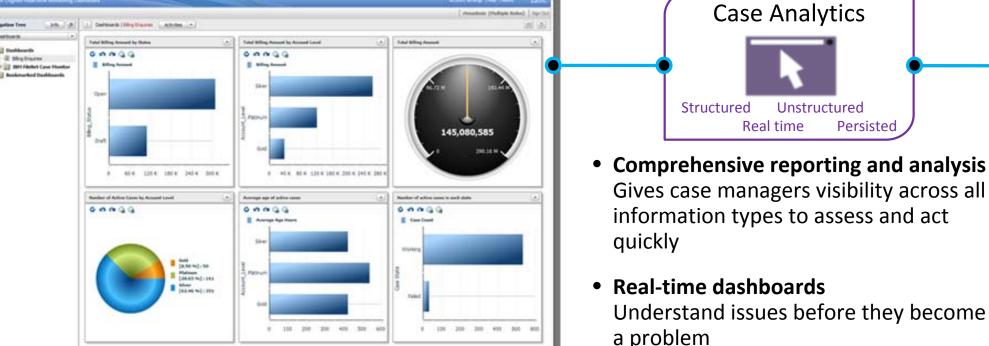
across cases

discovering deeper case insight to

Discover patterns, trends and insights

IBM Case Manager: Powerful

analytics for better case outcomes



Bottom line:

Case managers need insight in order to impact results, and integrated analytics help organizations understand the impact of case loads.

Enterprise Content Management







IBM Case Manager

Demonstration



Thank You!

Questions