**IBM** `Information Management` software

# HP Enterprise Services
# Claims Processing System - Unemployment

## Partner Solution

■ **Target Industry**
*Government*

■ **Business Application**
*Unemployment Claims*

■ **Products**
*IBM FileNet Business Process Manager*
*IBM FileNet Content Manager*
*IBM FileNet Image Manager*
*IBM FileNet Image Services Resource Adapter*

### Business Challenge

Government agencies tasked with processing unemployment claims are striving to provide better customer service and streamline the delivery of critical unemployment benefits to families in need.

To this end, they must improve access to critical data, reduce operational costs and increase productivity and throughput by eliminating manual, paper-based processes and automating business decisions and processes. Through automation, agencies are able to streamline low-value, routine tasks and free up personnel to spend more time assisting constituents.

Moreover, agencies must ensure that they are following federal government guidelines to provide content security and access restrictions in accordance with regulatory compliance mandates.

Additionally, they need daily work activities to be integrated with legacy mainframe applications to initiate work requests for numerous and often complex work processes and provide related documentation to users.

Many agencies recognize the cost effectiveness inherent in commercially available off-the-shelf applications; however, they need these solutions to be flexible enough to account for each agency's unique processes.

### Solution

HP Enterprise Service's Claims Processing System- Unemployment allows state agencies to apply proven imaging, business process management and systems integration technologies to create automated work distribution systems that improve the efficiency, accountability, accessibility, quality and accuracy of unemployment insurance benefits programs for the benefit of staff, claimants and employers.

By integrating mainframe systems, it eliminates the need to upgrade entire claims management systems.

Further, the solution improves the effectiveness of claims representatives by automating the creation of work items and routing them to the appropriate user group for processing. Users are able to view issues created in the mainframe, launch work items and route the issues to the proper work queue or inbox. The intelligent routing feature directs work requests to the appropriate user group based on the information within the claim. All related documents are attached to enable a more efficient process for the end customer and productivity improvement for the worker.

Work is automatically escalated as it ages. Analytics and reporting capabilities enable management to track key performance metrics for continuous monitoring and improvement.

A time-saving asset of this user-friendly interface includes the ability to search for work items across multiple functional areas, irrespective of the queue or inbox in which they reside, for complete online visibility of all work items and documents related to the claimant.

End users can also select multiple documents from the image search results and request that they be faxed as a single set of documents or batch printed to a network printer.

## Value Proposition

HP Enterprise Services has worked with multiple state agencies to help implement improved business processes to reduce processing time and eliminate excess paperwork associated with daily workflows.

As a result, agencies gain greater control over their workloads in meeting federal timeliness metrics.

Users are able to reduce work backlogs by automating inefficient labor-intensive tasks and improve overall efficiency by providing quick access to documents. The end result is that employees are able to respond quicker to user claims for improved constituent service.

Post-implementation, one agency has improved the efficiency of processing by three to four times and greatly reduced its backlog, which resulted in quicker response times for claimants.

## Company Description

HP Enterprise Services provides a broad portfolio of business and technology solutions to help its customers worldwide improve their business performance. HP ES' core portfolio comprises information technology, applications and business process services as well as information technology transformation services. HP Enterprise Services is built on a heritage of delivery excellence, industry knowledge, a world-class technical infrastructure and the expertise and commitment of its people.

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View a 6-minute Webinar of this solution:
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