



HCL AMERICA, INC.

iGOVERN Complaint & Quality Management

Partner Solution

■ **Target Industry**

Government

■ **Business Application**

Complaint & Quality Management

■ **Products**

IBM FileNet Business Process Manager

IBM FileNet Content Manager

Business Challenge

Public Utility Commissions (PUCs) are responsible for balancing the interests of consumers with utility stakeholders ranging from multinational telecommunications providers to small, family-owned sewer treatment firms. Those involved in processing consumer complaints and dispute resolution must manage complex, multi-stage processes involving a wide range of departments and agencies and multiple sources of information, and they must ensure nothing slips through the cracks by passing it through appropriate quality checks.

Among the challenges faced by PUCs when serving these constituents are:

- Evolving consumer demands for information;
- Older systems that do not support rapidly changing requirements;
- PUC employees with increased workloads from growing populations and lack of service provider tools;
- Expertise for handling complex processing rules that are lost when staff leave or retire;
- Systems that do not provide the necessary metrics and reporting of activities, complaints, resolutions and case processing volumes; and,
- A document-intensive work environment that creates bottlenecks at critical points in the service loop.

Today, many government agencies, including PUCs, are moving toward the vision of an integrated consumer complaint and quality management system in an effort to provide seamless, customer-centric services. Critical to achieving this vision is a responsive real-time IT infrastructure that delivers relevant and validated information to personnel so they're able to make better decisions faster. Consumer complaint & quality management involves the effective resolution of consumer complaints against utilities companies and helps encourage the parties to collectively arrive at a dispute resolution by providing complaint management and access to the right information at the right time.

Solution

To help the public utilities better cope with this increasingly complex problem, HCL has a web tool called iGOVERN Complaint & Quality Management, designed to assist Commission's case executives, judges, attorneys, commissioners, utility service providers and consumers gain more efficient access to information and services.

Comprised of a multi-tiered service oriented architecture (SOA) that provides the latest proven technology in support of Web services and integration with IBM's Enterprise Content Management (ECM) suite of products, iGOVERN Complaint & Quality Management is one of the most customizable complaint and quality management solutions on the market.



The iGOVERN Complaint & Quality Management system features integrated PUC complaint and case management functions; instant, anywhere access to up-to-date complaint in-take and resolution information, case information; automated workflow, quality check at various stages, automated Web-based access; sophisticated security; customized reports; and content-engine integration which assist PUCs in improving overall productivity and better serving their constituents by:



- Automating and streamlining the flow of consumer complaint and case management activities to speed processing and efficiently accomplish resolution with fewer resources;
- Improving visibility by providing a complete and unified real-time view of constituent complaints, resolutions, case file, and reporting and analytics capabilities;
- Linking systems so that important events automatically trigger, allowing agencies and utilities to react immediately to critical events;
- Streamlining collaboration, enabling organizations to share and analyze information across many levels, departments, agencies and geographies;
- Enhancing reporting capabilities for complaints, resolutions and program analysis, and improving accountability via audit trails and,
- Eliminating multiple data entry and wasteful paper trails.

Value Proposition

HCL's status as an IBM Software ValueNet Partner for more than 14 years has enabled the company to successfully implement solutions that leverage IBM's ECM suite of products for solutions such iGOVERN Complaint & Quality Management System.

The iGOVERN Complaint & Quality Management system represents both a public relations and employee relations coupe for Public Utility Commissioners. The robust application supports the large, complex, growing and evolving regulation of utility industries. The system has been successfully implemented in several state Public Utility Commissions.

One states Public Service Commission's implementation of the solution has resulted in a reduction in paperwork of up to 90 percent, and a 45 percent increase in productivity. This return on investment (ROI) can be measured through:

- Faster response times to utilities and consumers regarding inquiries and cases;
- Workflow automation and the elimination of the manual transfer of documents; and,
- The elimination of printing, postage and courier fees.

Company Description

HCL AMERICA, INC. is a full service provider of IT consulting and software services to leading corporations and government clients worldwide. HCL leverages its local and offsite capabilities to create effective solutions for the client's most challenging business problems.

For more information, please contact:

Vasu D. Srinivasan
703-839-5050
vsrinivasan@hcl.in

© Copyright IBM Corporation 2009

IBM
3565 Harbor Boulevard
Costa Mesa, CA 92626-1420
USA

Printed in the USA

07-09

All Rights Reserved.

FileNet, IBM and the IBM logo are trademarks of IBM Corporation in the United States, other countries or both. All other company or product names are registered trademarks or trademarks of their respective companies.

For more information, visit
ibm.com/software/ecm