Improving Service, Streamlining Operations and Reducing Costs via Case Management

IBM `Information Management` software

iiCon
iiConnect

Partner Solution

■ **Target Industry**
   Cross Industry

■ **Business Application**
   Case Management

■ **Products**
   IBM FileNet Business Process Manager

   IBM FileNet Capture

   IBM FileNet Content Manager

   IBM FileNet Process Analyzer

   IBM InfoSphere Enterprise Records

Business Challenge

Businesses in every industry face the challenge of reducing costs and streamlining operations. However, service oriented businesses also have the added challenge of maintaining the exceptional service levels needed to attract and retain customers.

Lacking the right systems and tools to integrate content and orchestrate processes, many organizations are at a serious disadvantage for several reasons. Customer information is decentralized, delivery is slow and information incomplete – all leading to poor levels of service. Operational efficiency is impacted as people, processes and documents are not connected and time is wasted on manual paper-based processes rather than customer facing activities. A lack of operational visibility prevents organizations from assessing work in progress and identifying and removing productivity bottlenecks. This also impacts the ability to measure and optimize performance.

Case management solutions - offering access to integrated case management content and functionality - enable organizations to deliver responsive customer service in the most cost-effective and efficient manner. These solutions give individuals the tools and up-to-date information to allow them to access critical information quickly to: reach case resolution, know what work they are responsible for and what their priorities are, and understand what work has been referred to other departments and/or designated for future action. When case workers have centralized, accurate and complete information, organizations are empowered to make better decisions, ultimately minimizing costs and improving customer service.

Solution

Addressing every aspect of case management, iiCon has developed iiConnect, an off-the-shelf, Web-based solution created for service-oriented businesses that must provide case workers, supervisors, team leaders, managers, auditors and compliance officers with accurate and up-to-date information about the progress and status of each case. Typical processes that can be streamlined by iiConnect are: pre sales procedures, sales order processing, customer servicing, on-boarding new customers, credit/ mortgage applications, underwriting, warranty claims, complaints handling, purchase to pay, legal process, HR enrolment - in fact any process that involves people, information and documents.

Through iiConnect's intuitive Web interface, case handlers are able to quickly access information (e.g., images, faxes, emails, Web forms, documents and SMS files) needed to complete their cases. Real-time access to accurate information enables better management control and insight, particularly with iiConnect's ability to cull data for report generation, load balancing and SLA and performance monitoring. iiConnect's standard workflows can be scheduled from within each case to automatically trigger letters to be created, emails to be sent and logs or other line-of-business systems and databases to be updated. New business processes can be easily added with iiConnect's Administration module.

Value Proposition

Companies are leveraging iiConnect to streamline front and back office operations, enhance customer service, improve management control and maintain comprehensive compliance and audit records. iiConnect can be quickly configured to each customers' specific requirements (typically within 4-6 weeks), eliminating lengthy and costly design, development and implementation periods.

iiConnect enables users and managers to:

- Access all information related to a case, eliminating time spent looking for paper documents;

- Reduce costs of internal mail, avoiding distribution bottlenecks and equating to faster processing at a lower cost;

- Enhance customer service by providing the ability for employees to make faster and more accurate decisions;

- Automate and eliminate low-value tasks;

- Improve management visibility and control;

- Obtain a 360° degree view of customers;

- Monitor workflow, load balance and create work-in-progress, compliance and other ad hoc reports; and,

- Maintain complete audit trails meeting quality, compliance and SLA standards.

Company Description

iiCon provides Enterprise Content Management (ECM) solutions and consultancy services, which enable organizations to streamline the flow of information, resulting in significant cost savings and improvements in customer service. Since 1990, more than 180 ECM solutions have been successfully installed across a range of both public sector and private clients, ranging from small private companies through to large FTSE 100 organizations.

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