



Highlights

- Provides knowledge workers with a contextual environment and 360-degree case view
 - Helps knowledge workers create and participate in ad hoc and structured workflows
 - Optimizes case outcomes by providing analytics tools that improve insight and streamline workloads
 - Offers a business-focused design that includes interview-style interfaces for case construction and the ability to capture industry best practices in templates
 - Simplifies collaboration and boosts productivity through social software and communication
 - Fully integrates with IBM FileNet Content Manager and IBM Content Manager Enterprise Edition software
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IBM Case Manager

Unite content, processes and people to provide a 360-degree view of a case and to optimize case outcomes

Many organizations struggle with the changing nature of casework, often having to do more with less. The IBM Case Manager offering is a smarter, more integrated way for businesses to handle growing, increasingly complex workloads in areas such as insurance claims management, complex credit granting and dispute management, healthcare coordination, identification and management of at-risk students, government benefits management, fraud identification and resolution, incident management, complex loan origination, and contract execution.

The offering for an advanced case management approach

IBM Case Manager extends case management by integrating capabilities designed to help organizations work cases efficiently, with better results. Using the advanced case management approach from IBM, the offering helps companies work smarter by enabling them to extract more value out of their information—whether it's contained within a customer request, loan application, or complex industry or regulatory procedure. By automating the right processes, applying the right analyses and involving the right people, you can optimize case outcomes.

IBM Case Manager provides a flexible framework, a cohesive approach and integrated tools for managing cases. Using the advanced case management approach from IBM, organizations can work smarter while addressing auditability and regulatory requirements. It empowers caseworkers and knowledge workers to extract more value and insight from critical information, enabling them to make better and faster decisions on cases.



IBM Case Manager delivers a broad spectrum of ready-to-use capabilities that help accelerate time to value. It has a variety of on-ramps that can help you quickly adopt an advanced case management strategy based on your business challenges. As your business goals change and grow, you can even extend your capabilities and protect your investments with additional value-added enterprise content management (ECM) capabilities from IBM as well as industry-specific case management applications and best practices from IBM Business Partners.

Features and benefits of IBM Case Manager

Using many features and capabilities from across IBM Software Group, IBM Case Manager delivers an integrated, holistic approach to advanced case management.

Flexible frameworks and templates help you accelerate time to value

IBM Case Manager provides an extensible infrastructure that enables organizations to address their specific business requirements. Users can capture best practices in built-in frameworks and templates composed of case management elements—such as data models, process models, user-interface components, rule sets and case configurations—which can accelerate deployment and shorten time to value. You can even add your own templates as well as create complete case management applications to address specific industry and customer needs.

Case analytics delivers improved insight and enhanced decision making

IBM Case Manager provides analytics tools that can be used to derive deep insight from the artifacts related to a case—including structured and unstructured information. This insight can optimize casework at micro and macro levels.

At a micro level, insight can help caseworkers prioritize their workloads, execute responsibilities and make decisions on a case. At a macro level, the analytics tools can be used to look across the entire number of caseloads and understand patterns that will affect outcomes across the department. With this information, managers can take proactive measures to improve performance—such as reallocating work, involving more subject matter experts, adding more supporting case information and enhancing training.

Enterprise content management boosts customer service

IBM Case Manager can leverage the ECM portfolio strategy from IBM for content integration and federation. It can import content from practically any source and include it in a case file, including content from Microsoft SharePoint, OpenText Livelink and EMC Documentum files—as well as from written correspondence, email, call center transcripts, documents, images, and other unstructured and structured content. Having customer information accessible in one central location enables knowledge workers to quickly respond to customer inquiries and resolve cases faster, based on a comprehensive view of the customer.

Agile design capabilities for case management help you customize your approach

Leveraging Web 2.0 concepts, business analysts can use IBM Case Manager to quickly assemble dynamic, case-oriented applications from existing components and to rapidly deliver them to users. The offering provides numerous business-oriented tools for the design and deployment of these applications to help facilitate business-user participation and ownership of the case application.

Business process and rules management provides flexibility and helps you address regulations

IBM Case Manager provides integrated workflow and business rules management capabilities that allow knowledge workers to maintain fast-changing policies separately from the rest of a business application. Even nontechnical business people can have effective control over the definition and ongoing maintenance of decision logic, making it an ideal offering for managing and facilitating business change.

Configuration flexibility and productivity are enhanced

The offering provides a flexible, integrated, in-basket view that gives knowledge workers access to IBM Case Manager and IBM Business Process Manager work items simultaneously. Solution designers can define case tasks that were previously implemented by IBM Business Process Manager and managed in IBM Process Center, enhancing overall productivity.

IBM software for comprehensive case management

IBM Case Manager leverages and integrates a portfolio of IBM technologies to deliver a broad spectrum of capabilities.

- **IBM FileNet® software** provides the core case infrastructure, including unified content and process capabilities for case management, as well as text mining of and content integration and federation with IBM and third-party repositories.
- **ECM software** enables users to search, discover and perform analytics on structured or unstructured case artifacts. Trend analysis, pattern detection and anomaly highlighting help facilitate smart case decisions.
- **IBM Lotus® collaboration and social networking offerings**—such as real-time collaboration, teamrooms, enterprise profiles, managed activities and customized mashups—enhance the case process and empower employees to leverage enterprise knowledge and experience. They also allow users to access case artifacts directly from office productivity software, such as Microsoft Office or IBM Lotus Symphony™ software.
- **IBM WebSphere® ILOG® JRules software** enables users to author and abstract rules, creating a powerful mechanism for implementing rules-based criteria in a case.

With its industry-leading software, combined with case-style applications from more than 200 IBM Business Partners, IBM has a long and successful track record of delivering case management solutions. Thousands of businesses have implemented business process and content management platforms from IBM to solve case management problems.

IBM Case Manager bundle specifics

IBM Case Manager includes the following tools:

- IBM Case Manager Builder
- IBM Case Manager Client
- IBM Case Manager API
- IBM Case Manager Administration Client

The following applications are integrated and bundled with IBM Case Manager:

- IBM Mashup Center*
- IBM Sametime® Entry*
- IBM Content Analytics*
- IBM WebSphere ILOG JRules*
- IBM Cognos® Real-time Monitoring*
- IBM FileNet Business Process Manager

Fully integrated enterprise content management platforms:**

- IBM FileNet Content Manager
- IBM Content Manager Enterprise Edition

* Limited-use license terms

**Many additional platforms are supported through content federation.

Why IBM?

Software is helping build a smarter planet, giving organizations more opportunities to realize their potential and break new ground. To achieve such goals, businesses need software that is fueled by expertise, built for change and ready for work. IBM ECM solutions can help.

Our comprehensive ECM portfolio—including industry solutions from IBM Business Partners—helps businesses manage unstructured content, optimize business processes and address complex compliance requirements. Our deep ECM capabilities support an information agenda—the IBM approach to using information as a strategic asset through better business and IT alignment.

About IBM ECM software

IBM ECM software enables the world's top companies to make better decisions, faster. By gaining control of unstructured information, companies can access information, collaborate and influence business decisions in new ways, making content a first-class source of insight. With industry-specific IBM ECM solutions, companies can capture, manage and share content throughout its life cycle, helping to ensure compliance, reduce costs and maximize productivity. The IBM ECM portfolio includes a wide array of capabilities that integrate with existing systems to help organizations maximize the value of information, including document capture and imaging; social content management; advanced case management; information life-cycle governance; and content analytics. More than 13,000 global companies, organizations and government organizations rely on IBM ECM software to improve performance and remain competitive through innovation.

For more information

For more information about IBM Case Manager software, please contact your IBM representative or IBM Business Partner, or visit:

ibm.com/software/advanced-case-management/case-manager

Join a conversation about fostering success in the use of the ECM solutions from IBM. Visit the Worldwide IBM ECM Community:

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