

## A Strong Case For Change

As the management of existing cases stretches across long durations and new cases are received daily, case managers find themselves spending more time attempting to manage the information in their case files, and less time making decisions and assisting customers. Over time, customer service levels, compliance with mandated regulations and day-to-day worker productivity can all be negatively impacted.



*Direct Cost Savings through  
Better Case Management*



## A Strong Case for Change: Case Management Challenges & Answers for Insurance Organizations

Within insurance organizations, the complexity of case management decision making creates procedural inconsistencies and discrepancies in decisions and outcomes. The following are examples of challenges and a way to combat the issues many case manager's face daily.

Business Challenge	Business Answer
Information resides across multiple systems in many different data and document formats, making efficient and accurate case management time consuming and prone to error.	Case Managers need a solution that automatically brings forward pre-existing scanned paper and electronically created documentation. Therefore, eliminating the time and effort required to find and organize them when using manual, paper-based processes.
Case Managers often lack desktop tools for both automated and human-directed processes. Manual case management results in costly and poorly performing business operations that satisfy neither customers nor regulators.	Decision support tools that pre-define processes enable case workers with all the information necessary for accurate decision making and appropriate case outcomes.
Valuable case management “know-how” disappears as long time employees enter retirement or transition out of the department.	Capturing a knowledge base that is easily accessible, searchable and available insures that new employees consistently maintain established processes.
Increasing numbers of legislative and regulatory reform proposals will likely necessitate many changes in business processes, changes that will have to be implemented more frequently and quickly than traditional systems can support.	The solution must have supervisory and management features – including work-in-progress dashboards and business activity monitoring. The solution should automatically monitor, manage, and improve case management outcomes both daily and over the longer term. It must have supervisory and management features (e.g., work-in-progress dashboards, business activity monitoring, performance and other business intelligence reports and process optimization tools) that support compliance mandates and regulatory initiatives.

In response to these challenges, Image Process Design, Inc. (IPD) has created a solution specifically for **Enterprise Case Management for Insurance**. Applicable to case management scenarios in health, life, disability, and property and casualty insurance, Ultera/P8 Enterprise Case Management for Insurance provides enterprise functionality for core operational processes such as enrollment and underwriting, claims processing, and customer and policy holder services, as well as administrative support for case management functions in finance, human resources and internal audit.

IPD's Ultera/P8 for Enterprise Case Management for Insurance is premised on an electronic case file concept that replaces paper-based processes, making it quick and easy to learn. Within a single file structure, a case may contain as many individual case folders as needed for each specific case management scenario. The folders not only contain the documents and data relevant to the case, but also encapsulate all the unique tasks, activities, and processes that will be necessary to bring the case to a successful outcome.

The solution supplies multiple and specific features for enterprise case management, designed and built by insurance industry experts based on real customer requirements. As an out-of-the-box application with large-scale references, Ultera/P8 speeds the deployment of Enterprise Case Management applications and is proven to implement faster and with lower risk than custom- and integrator-built solutions. Many IPD clients require no coding effort whatsoever to implement solutions for their highly specific requirements.

Developed and designed for the insurance market, Ultera/P8 for Enterprise Case Management offers tested stability and performance, and is scalable from the smallest to largest numbers of users across geographically dispersed operations. It is fully supported by IPD with regular releases of new capabilities and long-term compatibility with software infrastructure. IPD clients have successfully leveraged the Ultera/P8 Enterprise Application suite of products to immediately reduce costs and optimize their work processes, while responding to new business needs over time with flexible configuration changes.

Image Process Design (IPD), Inc., is one of the insurance industry's premier provider of packaged work process and content management solutions for out-of-the-box automation. With 18 years domain expertise developing business applications exclusively for insurance, IPD enjoys a blue chip, highly referenceable customer base among healthcare payers, with a strong track record of recurring rollouts.

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### **About IBM ECM**

IBM's Enterprise Content Management software enables the world's top companies to make better decisions, faster. As a market leader in content, process and compliance software, IBM ECM delivers a broad set of mission-critical solutions that help solve today's most difficult business challenges: managing unstructured content, optimizing business processes and helping satisfy complex compliance requirements through an integrated information infrastructure. More than 13,000 global companies, organizations and governments rely on IBM ECM to improve performance and remain competitive through innovation.

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