



Advanced Case Management Proof of Concept Services for IBM FileNet P8 Case Manager

Highlights

- Quickly understand how Advanced Case Management can benefit your organization
- Gain knowledge and insight through first-hand Case Manager solution development experience
- Accelerate the analysis of Case Manager capabilities necessary to determine “Fit for Purpose”
- Help mitigate risks through proven, hands-on experience building a model solution
- Benefit from the insight available from IPD, a highly experienced IBM Case Manager Pioneer Award winning organization

Advanced Case Management (ACM)

Many large companies are seeking to increase operating efficiency, customer satisfaction, and overall effectiveness through the use of Advanced Case Management (ACM) technologies now available. ACM is possible through the convergence of technologies that automate content, process, rules, and collaboration.

ACM technologies and concepts may be new to your organization. For many, capitalizing on the promise of ACM can require specialized expertise, considerable expense and the allocation of scarce IT resources.

IBM’s industry-leading Case Manager V5 software is designed to uniquely integrate content, process, rules, analytics, and collaboration necessary to support case management-based processes.

Questions Requiring an Answer

Moving forward effectively requires that stakeholders and change agents grasp the capabilities of IBM FileNet P8 Case Manager - how it can satisfy enterprise needs and the ways in which

it is best deployed to provide value to the organization.

Conducting a focused Proof of Concept (POC) can be an effective and efficient means to rapidly gain an understanding for how well solutions based on new technologies align with organization goals and operating requirements. Key questions that may be quickly answered through a cost effective POC, include:

- Will the technology satisfy our functional needs?
- How does it fit with our Enterprise Architecture and technology standards?
- How can we rapidly create a compelling solution?

IPD Professional Services, together with your IBM client team, can help your organization conduct an IBM Case Manager POC to determine how well it fits your needs and can best be deployed.

Offering Activities

Each POC service is tailored to meet your needs and is based on measurable objectives and targeted use case requirements. The following provides

a listing of common IPD Case Manager POC project activities:

- Review Case Manager functionality using a demonstrable solution
- Review prospective Case Manager Use Cases to begin assessing fit, priority, and planning considerations
- Evaluate the Case Manager architecture and associated technologies
- Unpack and review the IBM Case Manager development environment, including related software, tools, and capabilities
- Preview IBM supplied, out of the box “widgets”, tools, and utilities
- Assess possible Case Manager use case candidates within the Enterprise that may be acted upon following the POC
- Leverage Case Manager to reflect concepts for the envisioned solution

Approach and Timing

The duration of a Case Manager POC engagement will vary based on numerous factors, including organization objectives, scope of requirements and participation constraints. Commonly, a Case Manager POC may be completed in 6 to 8 weeks.

First two weeks

During the first two weeks, POC scope is finalized and an agreed upon project schedule and plan are adopted. Other common activities include:

- Identify environment requirements, prepare hardware, and install software necessary to support the POC

- Begin ACM knowledge transfer, including demonstrations
- Develop an ACM Storyboard or scenario that satisfies POC objectives

Weeks Three through Five

Activities during weeks three through five often focus on completing POC design and development activities.

Common activities, include:

- Complete the POC storyboard
- Configure Case Manager V5 – Case types, tasks, properties, roles, etc.
- Conduct ACM Workshops covering architecture, configuration, widget development, integration options and methods, deployment alternatives
- Design conceptual model of POC scenario
- Develop required POC customizations – widgets, integrations, functionality, etc.
- Stage content, including document and work items to support POC scenario

Weeks Six through Eight

The POC effort culminates with a review of results from POC activities and formulation of POC conclusions. Activities completed during this final project segment, include:

- Assess Proof of Concept satisfaction of stated objectives
- Identify any topics identified during the POC that require further analysis and testing
- Define appropriate next steps based on POC results, including participant feedback
- Develop high-level plan and estimated level of effort and cost for next project phases
- Present POC results to stakeholders

Benefits

Conducting a Proof of Concept for IBM Case Manager offers numerous benefits, including:

- Provide a means to visualize early the “look and feel” of a target solution
- Increase the clarity of target use cases
- Provide an efficient means to understand the capabilities of Case Manager and how well it may satisfy the intended purpose
- Help equip and mentor architects, business analysts and development staff
- Reduce overall investment risk by providing clarity to key investment elements: architecture, solution – package/customization, approach, and deployment

About IPD

IPD, a 20 year IBM FileNet business partner, focuses on delivering highly responsive Process and Content Management-based solutions to mission-critical processes for leading organizations across the United States and Canada. IPD is a recipient of the IBM Case Manager Pioneer Award and is proud to be one of the few partners selected to participate in the IBM Advanced Case Management Early Adopter Partner Program.

For More Information

To learn more about IPD’s Case Manager Service offerings, please contact Jennifer Jendo at jjendo@ipdsolution.com or 248.723.9733 ext. 1006