



Cloud-based Case Management Evaluation Services from Image Process Design (IPD)

Highlights

- Rapidly increase knowledge and experience with IBM Case Manager to better understand capabilities and potential business applications
- Gain real-world, hands-on experience with the concepts and capabilities of case management
- Leverage representative industry use cases to gain insight to better understand ICM capabilities and how ICM will address Enterprise needs
- Accomplish an initial case management evaluation without the effort, time, and expense of purchasing, installing and configuring software
- Learn from the experiences of an IBM Case Management Pioneer award winning organization, IPD

Business Problems Looking for Case Management Solutions

Business problems best addressed by case management solutions involve knowledge workers who need to consider information from multiple sources and collaborate with others to arrive at appropriate decisions, often sharing one or more of the following characteristics:

- Costly, unproductive processes – making decisions involves many documents and data from multiple systems, it's very effort-intensive to compile the information and resolution may require interactions among multiple knowledge workers
- Error-prone processes – with so much information available, it's easy for some of it to be overlooked, and difficult to put it all in context and apply the appropriate business rules
- Non-compliant processes – if decisions are later challenged, it's very difficult to demonstrate what information was or wasn't reviewed, what decision criteria were used, or whether a consistent process was applied

- Rigid, difficult to modify processes – too many resources are consumed keeping up with mandates rather than innovating and the competition is introducing new products and services at an unmatched pace

Case Management Provides the Problem-Solving Capabilities

Case management bundles together all the capabilities needed to improve costly, error-prone, non-compliant, and rigid processes for today's knowledge workers, including:

- Content management for paper and electronic 'documents' of literally hundreds of file types
- Full-featured process management for structured, ad hoc, and collaborative workflows
- Business rules, presented as real-time decision support tools for knowledge workers, and used to fully automate certain tasks
- Extensive history and audit trails that document the rationale and process for each business decision
- Simple, reusable and flexible configurability for ongoing solution refinement and new requirements

To fully address typical business challenges, case management's efficient

user interfaces supply the specific information and tools needed within the context of the task at hand, including data aggregated from other systems.

Evaluating Case Management Suitability: IPD Cloud-based Case Management Evaluation Services

IPD's Cloud-based Case Management Evaluation Services enables rapid evaluation of case management's ability to solve specific business problems, as well as its comprehensive capabilities. Guided by IPD staff members and benefiting from over two decades of experience delivering case-based solutions, a Cloud-based Case Management Service experience provides a real-world, fit-for-purpose showcase of what today's advanced case management can achieve.

A two-to-three day Cloud-based Case Management activity is available at no-cost to qualifying organizations. IPD also offers more in-depth services, for a nominal fee, to analyze business specific use case examples, as necessary to support more extensive evaluation and provide hands-on experience.

Cloud-based Approach

IPD's approach consists of learning about an existing business process, then expressing that understanding in a case management-based software environment for your consideration and feedback. In the background, IPD takes care of all the logistics necessary to establish the software environment, requiring only Internet access from within your organization. IPD facilitates immediate access to the ICM environment, providing your staff with first-hand experience with the

technology. Progress made using the IPD Cloud-based environment may be used to support future activities that may include a Proof of Concept or production implementation.

The activities commonly performed to conduct a Cloud-based Case Management Evaluation typically include:

- Briefing on case management concepts and capabilities
- Definition of business problem and key process performance objectives
- Discovery of existing business process characteristics
- Identification of key capability requirements
- Conceptualization of potential case management solution
- Configuration of critical solution components
- Demonstration of draft solution to executives and stakeholders
- Instruction to select end users in the operation of the environment
- Evaluation of results and development of next steps

Evaluation Accelerators

To further speed the evaluation process, IPD offers a number of pre-configured, Cloud-based solutions targeted at specific patterns of knowledge work, allowing for rapid development of specialized use cases.

Suitable for patterns of work that involve the handling of service requests, the management of exceptions or the performance of investigations, IPD's industry- and use case-specific accelerators include:

- Contact centers/customer service

- New business/underwriting
- Enrollment/onboarding
- Claims/benefits processing
 - Disability
 - Healthcare
 - Life
 - Property and Casualty
 - Government benefits
- Financial Product Administration
 - Flexible Spending Accounts

Cloud-based Case Management Benefits

Cloud-based Case Management services help to accelerate knowledge transfer and evaluation and offer significant advantages, including the ability to:

- Test your business problems for Case Management solution applicability
- Evaluate case management with the least risk and disruption (and without need to upgrade existing software, for existing IBM customers)
- Determine case management's fit-for-purpose, based on your work patterns, not theory and speculation
- Obtain education and hands-on experience with case management
- Take the first steps in your case management strategy

Image Process Design, Inc. (IPD)

IPD, a 20-year IBM business partner, delivers highly responsive case-based solutions for the mission-critical processes of leading organizations across the United States and Canada.

For More Information

To learn more, please contact info@ipdsolution.com or call 248.723.9733, ext. 8030.