

Advanced Case Management Solutions

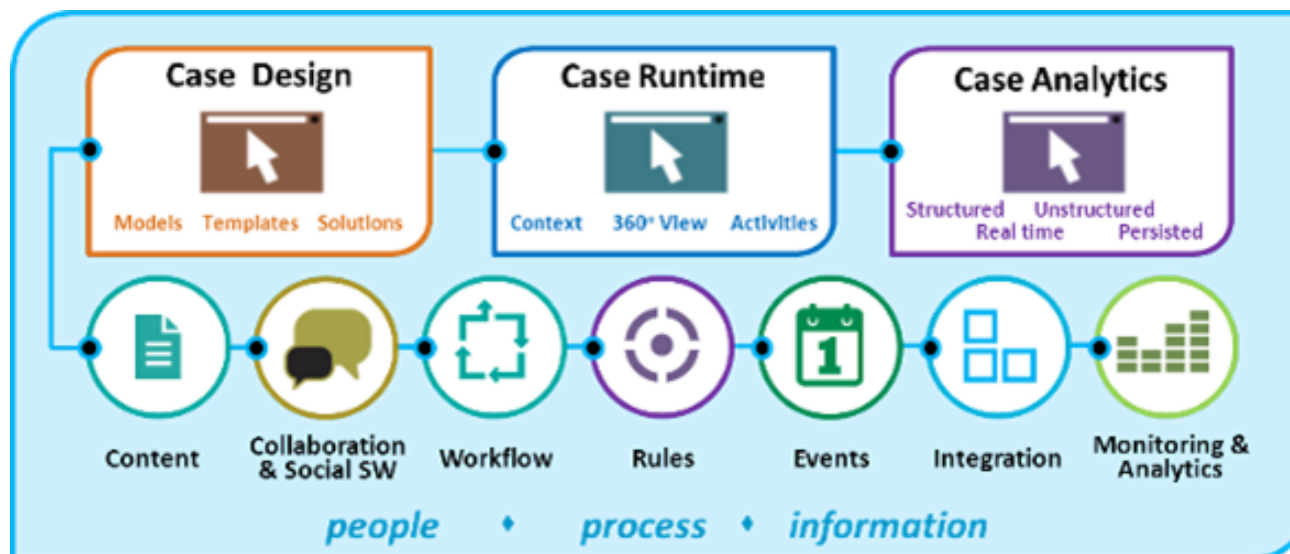
IBM Case Manager



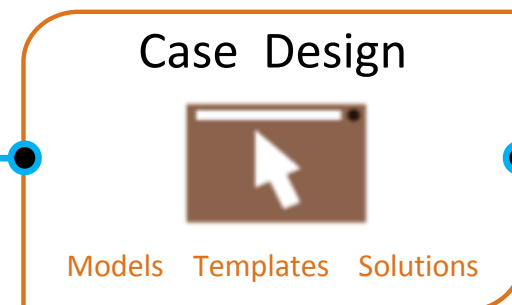
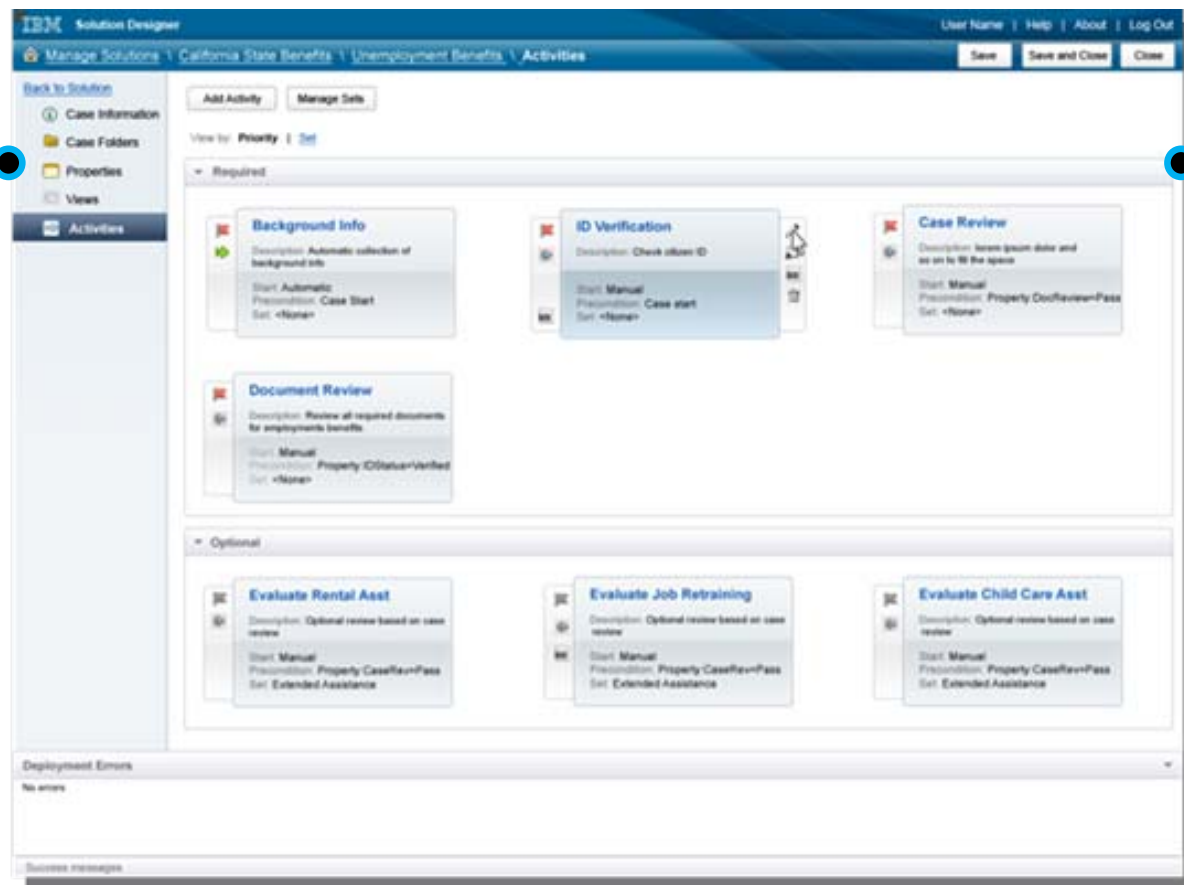
Advanced case management with IBM Case Manager

Simplifying the delivery of case-based solutions

- *Case Infrastructure built on IBM FileNet P8 Platform leveraging ECM services and content-centric process management*
- *Includes Content Analytics, WebSphere ILOG jRules, Cognos RTM, Lotus Sametime and Mashups – for use within case solutions*
- *Extensible to the entire ECM portfolio*
- *Deep integration to WebSphere Process Server for connectivity to other systems*



IBM Case Manager: Rapid application case design for the business

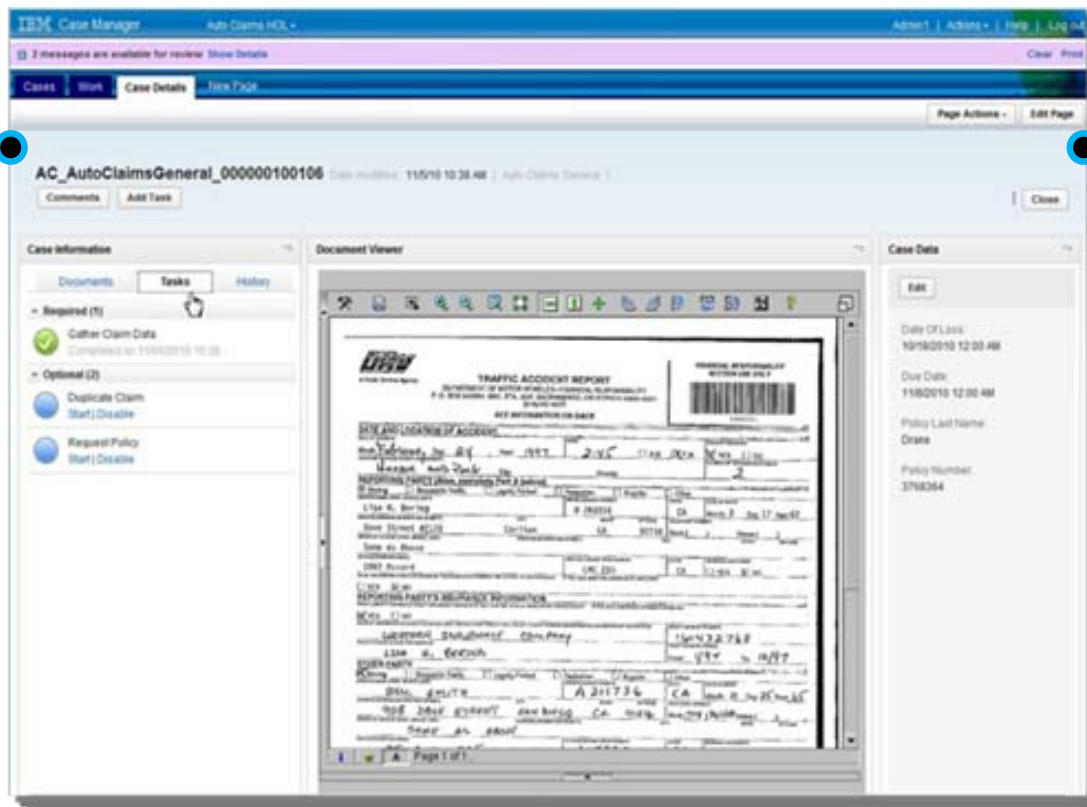


- Leverage **templates** for a fast start
Represent organizational best practices
- **Significantly shortens time-to-value for case-style applications**
- **Easy to use, “Interview Mode” (wizard-driven)**
Case designer allows a business user to very quickly build a solution
- **Comprehensive across case assets**
Solutions provide 360^o role-based view of case

Bottom line:

Deliver end users the solution in a fraction of time of other approaches

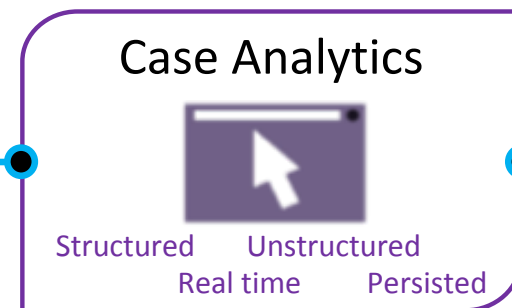
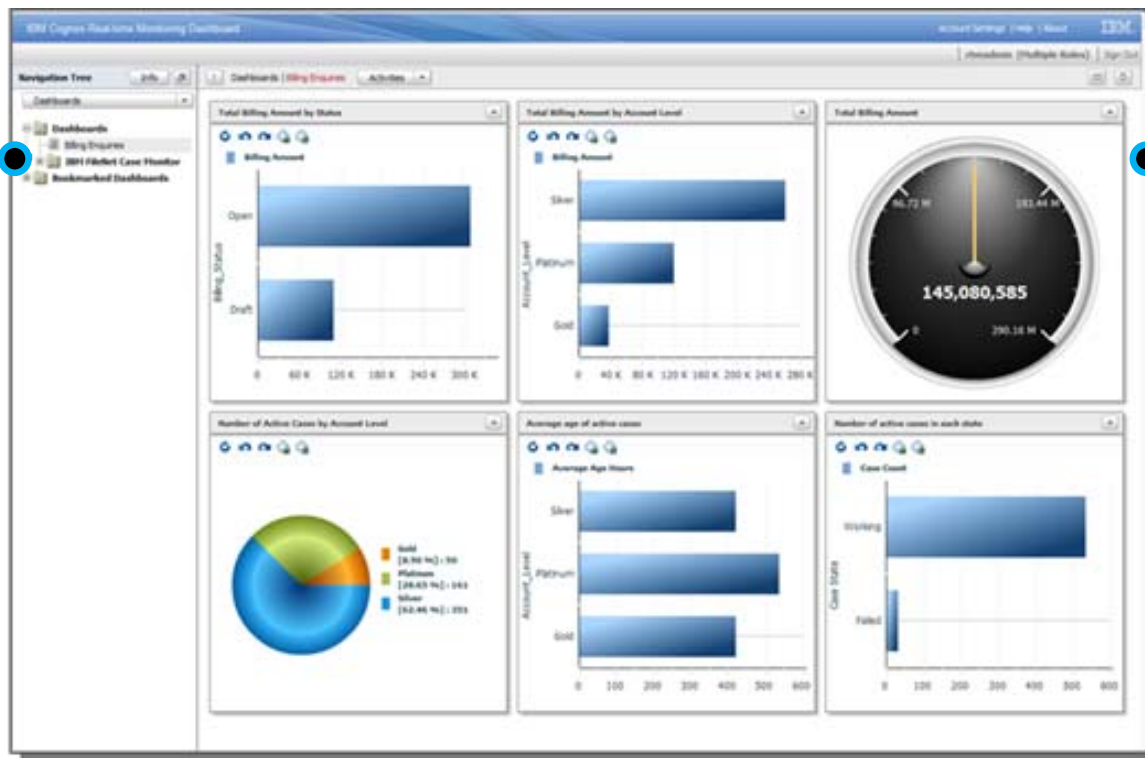
IBM Case Manager: Case worker user experience



- **Role-based and personalized**
End user gets exactly the information they need to progress the case
- **Flexible and extensible**
Can be configured to meet unique business requirements
- **Provides deep context for case work**
No more disjointed jumping among applications
- **Brings people, process and information together to drive case progression and better outcomes**

Bottom line:
A case worker has all the information needed to improve case outcomes and optimize decisions.

IBM Case Manager: Powerful analytics for better case outcomes



- **Comprehensive reporting and analysis**
Gives case managers visibility across all information types to assess and act quickly
- **Real-time dashboards**
Understand issues before they become a problem
- **Unique content analytics for discovering deeper case insight to understand business impact**
Discover patterns, trends and insights across cases

Bottom line:

Case managers need insight in order to impact results, and integrated analytics help organizations understand the impact of case loads.

IBM Case Manager Demonstration

Thank You!

Questions