

Advanced Case Management Solutions

IBM Case Manager





Current Business Challenges

The volume and variety of information can be overwhelming...and it is arriving faster every day more with

Access to expertise is imperative to quality decision making

Flexibility is essential to responding effectively to opportunities or threats

Regulatory or legal risks impose need to consistently adhere to inclusion of the second secon

Automation has handled the routine, exceptions are now the norm, many automated processes are outsourced



Case Management – Industry Viewpoint

Although 'case' may be expressed differently in various industries ...



... a common pattern of challenges exists across all industries



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IBM Advanced Case Management

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Case Design for the Business

- Easy to use, wizard-driven
- Comprehensive across case assets
- Leverage templates for a fast start
- Significantly shortens time-to-value for casestyle applications

Case Application User Experience

Roll-based and personalized

to introduce the stops of distance in process

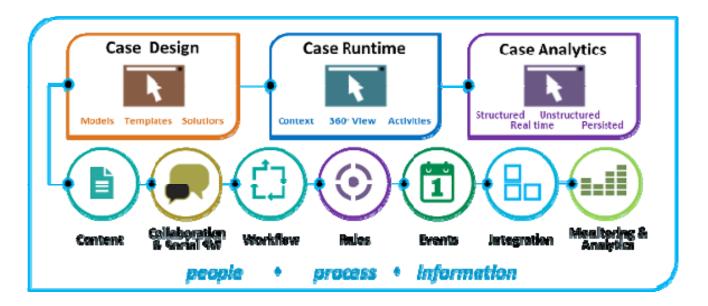
- Flexible and extensible
- Provides deep context for case work
- Brings people, process and information together to drive case progression and better outcomes



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





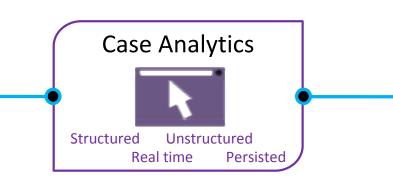
IBM Case Manager: Powerful analytics for better case outcomes





Bottom line:

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



• 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



Meeting unique industry requirements

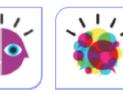
IBM case management partners













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- Datamatics Insurance, New Bus Processing
- Dayhuff Employee On-Boarding
- GoPro Public Sector, GoPro
- HCL America Public Sector, iGOVERN; Banking, Card Originations

- enChoice Cross, KwikWork Suite
- IMC E&U, Rate Case Submission Mgmt
- Ovations Cross, OvaFlo
- Pyramid Banking, PCX, PLX, PIX, SmarterLending
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Tracy Mc Shay, Customer

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Questions



Thank you for joining.

For additional Advanced Case Management information:

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