



Highlights

- Helps organizations close cases faster, with better results
 - Unifies information, processes and people to provide a 360-degree view of the case
 - Leverages analytics to help improve public safety and the responsiveness and efficiency of precious tactical safety units
 - Facilitates collaboration to improve the citizen experience and satisfaction, while fulfilling the government mission with greater efficiency and better societal outcomes
 - Uses automation and dynamic business rules to simplify assessment and payment processes and easily respond to ever-changing policies and legislation
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Advanced case management for smarter government

As our world becomes more interconnected, intelligent and instrumented, we have opportunities from every angle to build a smarter planet. Governments—whether national, regional or local—are no exception: they too have the opportunity to optimize the way in which they run based on the technology and strategies available to them.

Unify information, processes and people to provide better, faster services and programs

Case management is an area in which many government agencies can benefit by using new tools and approaches. Although it is commonly associated with social services, case management applies to public safety, revenue collection, healthcare and other government services or tasks that require structured, information-reliant processes to handle events or incidents. Cases include citizen complaints, unemployment claims, permit submissions, judicial proceedings and hundreds of other actions initiated—intentionally or accidentally—by people or businesses.

With the right resources to properly manage case processes and content, governments can improve case outcomes, lower handling costs and boost key metrics. However, in today's economic climate, most government agencies rarely have the budget or even time to rip out their existing infrastructures or processes and replace them with new ones. They need to better leverage their existing tools and practices that work and then take them to the next level with solutions and processes that will provide more value for tax payer dollars.



Advanced case management from IBM is designed to do just that: it extends the concepts of case management by adding capabilities designed to help organizations close cases faster, with better results. They unify information, processes and people to provide a 360-degree view of the case through the use of integrated analytics, business rules, collaboration and social computing to help drive more-successful, optimized case outcomes.

Improve public safety with advanced analytics

What if you could anticipate and help prevent crimes and accidents instead of reacting to them? With advanced case management from IBM, you don't need to ask "what if?" The solutions leverage intelligence and analytics to predict events and enable proactive intervention and resource allocation, helping lower crime rates and improve the responsiveness and efficiency of precious tactical safety units.

For example, a city in the United States uses advanced case management to anticipate crimes, increasing community safety while conserving the department's budget. By analyzing large volumes of dispatch data, the time of day, priority and geography, the city can predict and pinpoint areas that will likely be of police interest.



Advanced case management can enable public safety organizations to use similar analytic capabilities to manage risks. For example, agencies could enroll perpetrators with a high likelihood of recidivism—determined by analyzing similar perpetrator cases—into government programs that would help prevent them from relapsing.

Moreover, advanced case management analytics can give agencies insight into how they should manage resources—including personnel, vehicles and supplies—so the right assets are available when they are needed most.

Better manage social service costs and risks with collaboration

Imagine how citizens in need would benefit if the right information was shared across social services agencies—rather than being siloed in individual departments. An advanced case management strategy helps government entities collaborate and share case files and content, while still keeping that information protected from unauthorized access.

For example, information about a citizen enrolling in housing assistance services could be shared with other government program offices. Based on a single enrollment, that citizen could be automatically reviewed and deemed qualified or unqualified for other assistance programs, such as food expenses, childcare and more. Because advanced case management is flexible, when benefit eligibility rules change, offices can quickly and dynamically change their processing rules too. These collaborative and automated capabilities improve the citizen experience and satisfaction, while fulfilling the government mission with greater efficiency and better societal outcomes.

Moreover, advanced case management can also help offices provide critical performance measurements and insight to the governmental policy makers responsible for sustaining programs and services. Analytics can help validate the effectiveness of those programs and services and identify future funding needs.

Boost revenue with automation, flexible processes and dynamic rules

Taxes, fees, permits and other revenue-generating sources are critical to the mission and effectiveness of governments. And as governments continue to feel the effects of the economic recovery, collecting owed funds will be vital to ensuring that agencies can continue to provide quality services to citizens. But how can governments optimize revenues while keeping citizens in mind?

Smart governments make it easy for citizens to understand what is owed; offer online payment forms; provide automated reminders and deadline extensions; and negotiate payment plans for late and missed payments. Advanced case management helps revenue-generating offices collect more revenue with fewer resources. It simplifies assessment and payment processes using automation and dynamic business rules that easily respond to ever-changing policies and legislation.

Advanced case management can also help prevent fraud by leveraging collaboration and social computing tools across government organizations to help ensure that citizens and businesses are not compromising revenue by illegal tax avoidance.

Key benefits of advanced case management from IBM:

- Program efficacy: achieve better outcomes and results
 - Employee and case worker effectiveness: handle more cases with fewer resources
 - Optimal case outcomes: improve safety, cut costs and increase revenue
 - Improved citizen experience: protect, support and empower citizens
 - Process efficiency: leverage automation wherever possible and focus on exceptions
 - Compliance and visibility: manage risk and achieve compliance cost-efficiently
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Invest now for today and tomorrow

Advanced case management from IBM can help government agencies at each level improve services, lower costs and risks, and optimize case outcomes. In the shorter term, these solutions can provide high value for taxpayer dollars and facilitate support and positive approval ratings from citizens. Also, advanced case management offers a wise, long-term strategy that will help your office make the most of its existing investments and knowledge, while building intelligence for years to come.

IBM created its advanced case management strategy in response to industries and governments in need of a smarter, more integrated way to handle their growing, increasingly complex caseloads and shrinking resources. Using leading solutions and proven best practices, IBM is equipped to assist organizations around the world with its unique case management scenarios.

Because software is helping make the planet smarter, organizations have more challenges and opportunities to realize their potential. To do so, they need software that is fueled by expertise, built for change and ready for work. IBM can help.

For more information

For more information on how advanced case management can help your organization close cases faster, with better results, please contact your IBM representative or IBM Business Partner, or visit:

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

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