

Product overview

Service orientated businesses and public sector bodies typically have different work streams and within each stream of work there will be a number of cases that have reached various stages of completion. A case comprises of a number of predefined tasks that must be completed before a case is closed and the case must be completed by a certain deadline.

Typical case management-style business processes are;

- Loan Origination
- Loan Servicing
- New Order Processing
- Order Fulfilment
- Property Conveyancing
- Customer Service Call Centres
- Accounts payable authorisation
- Customer Complaints
- Freedom of Information, Data Protection Act Enquiries

The case handler needs to know which cases they have, what status they are at and the priority of each case/task. In order to complete a case the case handler should have instant access to all the latest information which could be held in a variety of documents or as structured data in line of business applications. They need to be able to easily share information with their colleagues for decision making purposes and standard tasks should ideally be automated using workflow.

Managers need real-time information on the status of cases, the case load for each team, whether there are any bottlenecks, whether SLA's are being broken and the performance by individual/team. Auditors, quality managers and compliance officers require that all actions and tasks associated with the case have been completed in accordance with pre-defined procedures and that this has been fully recorded.

iiConnect, developed by iiCon is a case management solution that can easily be configured for any specific business environment or process. Privasoft AccesPro is the market leading, public sector solution for FOI, DPA and EIA disclosure and case management. Our Digital Room captures paper documents, emails, eforms, faxes, SMS files, and MS Office files and automatically routes them to the appropriate work stream or case folder.

Further information about iiCon's range of products and services.