

## iiConnect Case Manager

iiConnect is an "off-the-shelf", web-based, ECM solution for service-orientated businesses that provides case handlers, supervisors and managers with accurate, up-to-date information about the progress and status of each case.

### Information at your fingertips

iiConnect's web interface provides case workers with instant access to the critical structured information and un-structured information (images faxes, emails, web forms, Office documents, SMS files etc) needed to complete the case. Improve quality and meet compliance and SLA standards

Case workers are automatically presented with the standard tasks for each case; a full audit trail is maintained to ensure that quality, compliance and SLA standards are met.

### Streamlined business processes

A powerful feature of iiConnect is Task Workflow Automation. A standard workflow can be automatically triggered from within a case to generate standard letters, emails, set diary events, and update other line of business systems/databases.

### Better control of your business

iiConnect provides case workers, supervisors, team leaders, managers, auditors and compliance officers with accurate, real time, management information. Work-in-Progress Reports Load Balancing SLA Monitoring: Performance Monitoring Compliance ReportingAd Hoc ReportsFurther information about iiConnect Case manager and other products.