iTouch Vision

Case Management

This document gives an overview of Case management and discusses the different features and functionality.

For further information about implementation and pricing please contact us.

www.iTouchVision.com

iTouchVision

HM Government
G-Cloud
Supplier

Lets get started

Case management

Overview

1. Create your own forms with user defined fields to capture the request or case information.

2. Allow Employees to raise service request via the online self service portal and the mobile apps.

3. Full case lifecycle end-to-end process management.

4. Full Roles based access control, giving users access to only the functionality they need.

5. Cloud based platform with secure access via 256 Bit SSL encryption.

6. Dashboard reporting to allow a management summarized view on the current workload.

7. Automated workflow & rules, a complete workflow solution to map to the organisations business processes.

8. 24 hour support.

9. Fully Configurable, easy to use, clear and precise.

10. Multi-channel Access

11. Integrated with all back office systems

12. Reporting suite

Introduction

Case management is critical to the work of many organisations but it is often intensely manual, paper-driven and plagued by delay with poor management visibility.

Correspondence and notes need to be linked to each case so that they can be easily found, and key information needs to be accessible to case workers when they are away from the office. It must be easy for case workers to access and share increasing amounts of data whilst following formal data protection procedures.

Our case management platform, enables case workers to systematically manage a case from creation to closure. Case information is held on a centralised private cloud so that all relevant correspondence, emails, case notes, assessments and contacts can be linked to a case.

Mobile case workers can access the case information via their iPhone, iPad, android or windows device via our mobile worker apps. The case information can be immediately synchronised to the back office allowing the admin teams to assess information of cases in real time.

Our case management platform can handle a variety of cases, including service requests, incident management, investigations, applications and other regulated transactions.

Key Features

1. A unified view of actions and history for a case and its associated content, including audit trails to ensure compliance.

2. Comprehensive case management and policy management

3. Facilitates complex eligibility determinations and change of circumstance through the eForms.

4. Allows citizens or customers to view their case details online

5. Enables assessment of circumstances, including built-in assessments for risk, safety, and environment with eForms

6. Assigns service providers and referrals

7. Views that are tailored to each user's roles and permission levels; along with collaborative tools including task lists, deadlines, alerts, and threaded discussions that improve case worker productivity.

8. Real-time notification and tracking to support management reporting.

9. Dashboards and reports

10. Improved accountability and data protection: Case workers are guided through defined processes to ensure compliancy with key data protection measures. All emails, correspondence and meetings can be tagged to individual cases to improve accountability. Case information can be accessed securely by mobile workers offsite.

11. Case Management processes are streamlined and predictable as the repeatable elements of case handling are encapsulated in standard processes. This leads to measurable improvements in case completion times with reduced case effort and costs; as well as better response times.

12. Our Dynamic Rules platform drives work to the right people at the right time whilst automation of repetitive tasks saves time and speeds up case processing.

13. Case workers have a better view of the overall progress of a case. They can easily share information or initiate discussions on particular stages as well as allowing inter-agency collaboration and hand-off in complex cases.
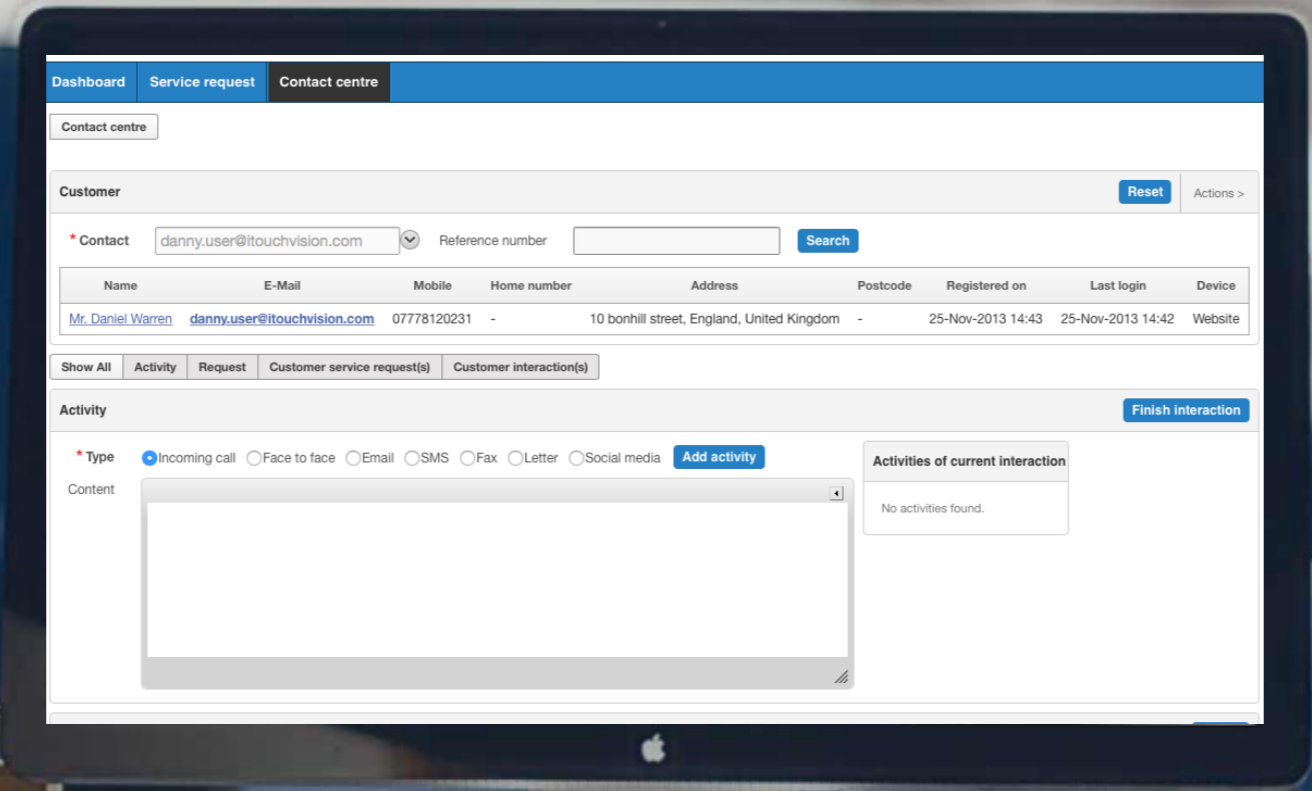
Contact centre

Customer   Reset   Actions >

* Contact   danny.user@itouchvision.com   ▼   Reference number   [   ]   Search

Name	E-Mail	Mobile	Home number	Address	Postcode	Registered on	Last login	Device
Mr. Daniel Warren	danny.user@itouchvision.com	07778120231	-	10 bonhill street, England, United Kingdom	-	25-Nov-2013 14:43	25-Nov-2013 14:42	Website

Show All   Activity   Request   Customer service request(s)   Customer interaction(s)

Activity   Finish interaction

* Type   ⦿ Incoming call ○ Face to face ○ Email ○ SMS ○ Fax ○ Letter ○ Social media   Add activity

Content   [◁]

Activities of current interaction

No activities found.

Benefits

1. All case related information at your fingertips

All documents are stored in the central database; that's emails, letters, acknowledgements, meeting agendas, forms, or any other kind of document. View all the documents related to a case based on a certain standard; all the documents associated with a particular contact; or all the documents owned by one person or typed by another.

2. Email integration.

This means that you can save emails and attachments to an appropriate case file at the touch of a button, helping you to stay on top of your inbox and ensuring that the case information is also complete. The majority of work for most teams comes in via email, so it's very important to keep track of these.

3. Reduce time spent on document creation and management

With the use of customised form templates and workflows, cases are created, stored and managed in real-time. You can also associate different parties to the case and link contact details.

4. Automation to free staff from background tasks

Three different levels of workflow provide the opportunity for work to be heavily controlled or largely free-flowing. A number of standard workflows already exist. Our customers typically gain between 40 and 80%

5. Process improvement

Our case management platform will help your organisation improve internal processes and procedures and will free up employee time and will allow them to focus business as usual tasks.

6. Keep on top of key dates and events

With each task having a due date, completed and scheduled date you will be able to know exactly when a task is meant to happen and when it actually happened.

7. Integration to 3rd party systems

Case Management software can be fully integrated with other systems, supporting diary and case management.

8. Enhance teamwork and enable flexible working practices

Team members have secure access to all case information, making it easy to find and access the very latest information regarding a case. As this is a cloud platform we provide the ability to support secure remote working and flexible working practices.

9. Management information to control risk

Automated and user-defined reporting. In addition to a set of standard reports which allow user-configurable reporting to suit your different organisational needs. Reports can be defined and scheduled to run at set intervals, delivered in a format ready for publication, or exported to Microsoft Excel for further manipulation.

10.Case management facilitates quick and easy updates.

This is particularly useful when someone leaves the department, as now you can easily run a report to see the status of work in progress, forthcoming key dates and areas of risk.

11.Automated time recording

This helps to inform management in demonstrating best value and supporting the case for budget allocation. Automated time recording is designed for professionals who need to track time in order to monitor workloads and auditing for legal matters.

12.Organisation-wide shared contact database

This will aid collaboration and ensure that team members have access to the very latest information. Contact details can be automatically inserted appropriately into forms and precedents. It is also easy to determine all the cases associated with a particular contact at any one time to assess whether there are any conflicts or areas of risk.

13.Governance with role base access control.

RBAC controls security and access which is enabled by our intuitive and user-friendly user interface.

Dashboards

Service request submitted

By day
By week
By month

Registered customers

By day
By week
By month

Service request

Total service requests for period

18692

Windows Phone
iPad
iPhone
iPod touch
Android
Website

No priority
Medium
None

By category
Days taken to close

Top 10 customers

Top 10 customers

Total reports submitted by anonymous

8824

858 554 430 317 274 273 237 155 152 152

Total reports / Customer

Registrations By Month & Device

Month	iPhone	iPad	iPod Touch	Android	BlackBerry	Windows	Member Of Public	Contact Center	Other	Total
2015-03	7	4	0	3	0	1	118	280	0	413
2015-02	20	17	0	13	0	3	318	857	1	1229
2015-01	31	9	0	13	0	3	377	1008	0	1441
2014-12	20	13	0	15	0	1	209	663	0	921
2014-11	31	12	0	25	0	3	283	949	0	1303

Service request By Months & Device

Month	iPhone	iPad	iPod Touch	Android	BlackBerry
2015-03	42	25	0	117	0
2015-02	109	125	0	360	0
2015-01	136	66	0	111	0
2014-12	121	86	0	100	0
2014-11	109	90	0	110	0

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Still have some questions?

Please feel free to get in contact with us. We would love to hear your questions and help answer them. You can reach us on..

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About Us
iTouch Vision is a Mobile and Cloud company looking to take advantage of the next generation of computing. We think differently, we act quickly, we aim high and we achieve our goals.

Summary

Case management for HR provides a multi-channel help desk for employees. Night or day employees can use the web portal, the mobile app or the contact centre to search the knowledge base, create service requests and manage their cases.

With fully configurable forms, workflows, statuses, priorities and service requests you can make the Case management for HR work the way your business works.