

Case360

Case360 empowers organizations with collaborative content and process management for increased efficiency and flexibility

Deliver improved business agility while ensuring discipline for human-centric, content-enabled, and service-oriented business processes. Organizations have a huge challenge in bringing together information, people, and the tools needed to work effectively and efficiently. Lack of a streamlined process typically translates into poor operational performance and reduced worker productivity, while constrained processes limit the effectiveness of professional knowledge workers.

Case360 is a powerful application that empowers your organization with unprecedented visibility and control over its documents, electronic information, and the processes that surround them. By collecting all information relevant to a particular customer, task, or project into a “virtual folder” known as a Casefolder, Case360 provides a unified view of all related information; regardless of its source.

Organizations can use Case360 to incorporate Casefolder collaboration into disciplined and efficient business processes, in order to ensure compliance and mitigate risk.

Case360 is the Solution

Case360 has been designed—from the ground up—to provide seamlessly integrated functionality, making it ready for the immediate configuration and deployment of information-centric business applications that solve real business problems.

Using Case360, organizations can deliver valuable business benefits rapidly by managing process and content for key use cases:

- » Financial services account opening
- » Employee benefits maintenance
- » Insurance claim processing
- » Customer correspondence handling
- » Government grant applications

Cases Need Process and Collaboration

Knowledge workers organize the tasks they perform around collections of work called cases. The case metaphor provides an immediately available, easy-to-use environment for the knowledge worker. Within the context of the case, Case360 provides collaboration

facilities that increase business agility by enabling knowledge workers to coordinate activities and share information pertaining to case work.

Caseloads are seamlessly incorporated into structured business processes to ensure compliance with regulations, policies, and best practices. History and audit information is captured in real time while simultaneously providing organizational visibility and control for both the cases and the end-to-end business processes.

Real World Example: Claims Processing

Increasing the speed of claims resolution processes, lowering administration costs, and improving agent efficiencies are all needed to succeed in this highly competitive insurance market. All too often, claims departments are swamped with hundreds of paper and electronic documents being passed by hand or e-mail.

Tracking claim status is difficult and handoffs are often unreliable. Case360 provides knowledge workers with an integrated solution that delivers universal access to claims information and coordinates claims processing activities, while streamlining the overall process and ensuring regulatory compliance.

Case360: Functional Overview

Casefolder - The Casefolder provides improved flexibility and decision making, while ensuring adherence to policies and procedures. Key capabilities are:

- » Universal access and management of information and documents
- » Integrated task management including milestones and checklists
- » Integrated threaded discussion management
- » Single point of access for content and data
- » Comprehensive process and compliance support

Process - Case360 features a highly scalable process engine that is optimized for people and content management, enabling SOA-based access for human-centric business processes. Case360 leverages Microsoft® Visio® for process modeling, reducing learning curves, and enhancing business and IT collaboration.

Tasks - The Task Management facility in Case360 supports rapid adaptation of business processes by allowing end users the flexibility to add or adapt assignments on the fly. The Task facility also includes support for deadline management and dependencies. Visibility into the status and progress of each case folder is built in.

Content Management - Highly scalable content and document services ensure that the massive amounts of information and documents generated in business operations can be securely and efficiently stored. Additionally, Case360 may serve as a single point of

A uniquely capable BPM solution

STRUCTURED AND UNSTRUCTURED PROCESS MANAGEMENT: Leverage end-user knowledge and ability while delivering business requirements.

COLLABORATIVE CONTENT MANAGEMENT: Work collaboratively to seamlessly support business processes, case management, and document centric initiatives.

RAPIDLY CONFIGURABLE APPLICATION DEVELOPMENT: Achieve rapid ROI and incremental improvement with flexible and extensible application configuration.

SERVICE-ORIENTED ARCHITECTURE ENABLEMENT: Leverage applications and content and process management through reusable business services.



access and control for all enterprise content, regardless of its location through the built-in Federation Services.

Collaboration - Integrated discussion threads coupled with notification capabilities and the Task Management facility combine to provide a rich collaboration environment supporting improved decision making, thereby reducing business risk.

Audit - All user and system activities are automatically logged within the Case360 Audit facility. This includes all activities, even "view only" access. This capability is critical for customers in highly regulated industries. The Audit facility reduces compliance costs and ultimately business risks.

Case360 Capabilities: Business Optimization Server

Integration with Global 360's Insight360, provides comprehensive process intelligence that enables direct visibility into the performance of the operations and information to guide the iterative improvement of the deployed process and case management applications. Additionally, Insight360 provides a predictive process intelligence capability that enables organizations to forecast and proactively adapt to changing business conditions.



About Global 360:

Global 360 helps organizations to better manage processes today and make improvements for tomorrow. Our leading process and document management solutions let you get more work done -- faster. Building on our strength in financial services, government and insurance, Global 360 empowers sites for more than 2,000 customers in 134 countries. Global 360, Inc. is headquartered in Texas with operations in North America, Europe, and the Pacific Rim.



CORPORATE HEADQUARTERS

5400 LBJ Freeway, Suite 300 • Dallas, TX 75240 • Tel: 214.520.1660 • Toll-Free: 877.825.8259 • Fax: 214.219.7218 • www.global360.com