

GLOBAL 360 CASE MANAGEMENT SUITE

Empowers organizations with collaborative content and process management for increased efficiency and flexibility

THE STRATEGIC CHOICE FOR IMPROVING ENTERPRISE CASE MANAGEMENT

- **CASE VIEW:** Single case view of all related enterprise content regardless of its source.
- **TASK MANAGEMENT:** Add or adapt assignments on the fly, built in deadline and case status control.
- **COLLABORATION:** Rich collaboration environment supporting improved decision making.
- **AUDIT:** Reduce compliance costs and ultimately business risks.
- **BUSINESS MODELLING:** Design, develop and build business processes.
- **PROCESS VISIBILITY:** Gain real-time visibility and control over

With over 20 years of case, content and business process management experience, Global 360 Enterprise Case Management Suite offers a proven and cutting edge collaborative case, content and process management solution.

The suite comprises two key Global 360 products — Case360 and managerView. These products combine industry-leading collaborative case and business process management platform with a unique and powerful process intelligence platform. It also includes a number of optional components such as business rules management, document capture, reports management, records management and enterprise content / SOA integration to provide an exceptional case centric content and process management solution.

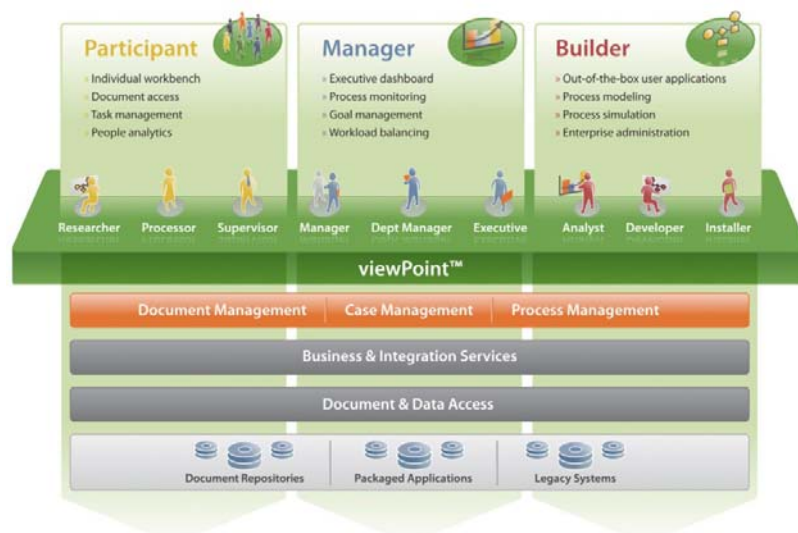


Figure 1 Global 360 Case Management Capabilities

KEY COMPONENTS

Case360 – Collaborative Case, Content and Process Management

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

The solution has exceptional capabilities for supporting enterprise case management processes, highlights include;

- All related content is consolidated into a single view.
- Information and document delivery is streamlined.
- Users get the most accurate information they need when they need it.
- Disconnected processes are effectively linked for collecting and sharing content.

- Document hand-off between users is efficient and automated.
- User interaction with content and processes is intuitive requiring little or no training.
- Organizations gain workflow visibility and control.

Operational Performance Reporting and Optimization

Global 360's managerView provides automated data collection, compilation, and reporting of operational performance within Case360 environments. ManagerView can also incorporate data from other systems to provide real-time and historical views of operational performance across the entire business. With a constant view into the performance of their business, managers can quickly take action to balance workloads among employees, set new priorities for processing, or identify trends that are impacting service levels. Manager View's automated data collection and reporting also free valuable staff time associated with alternative manual reporting efforts.



Process Analysis

managerView supports analysis of data produced during process execution. managerView provides real time analytics and proactive alerting for the end to end business processes.

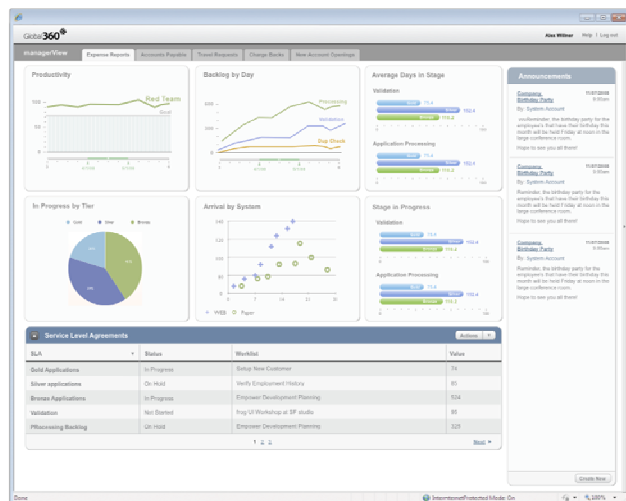


Figure 2 Typical Process Performance Dashboard

OTHER COMPONENTS

Case360 Enterprise Document Access

Global 360 Enterprise Document Access Connectors extends Case360's reach by enabling a single case view of all related enterprise content regardless of its source, using a virtual framework for unifying and managing distributed content repositories and systems.



Figure 6 Enterprise Document Access Connectors

Case360 Service Broker - SOA Business Services

Case360 Service Broker is a powerful platform for composing SOA-based business services from a range of human-centric processes, content and case management systems. By presenting these systems as business services in a SOA or enterprise portal, they can be leveraged across the organization, enabling the business to benefit from its IT systems.

Scan Manager – Scanning and Indexing

Global 360 Scan Manager is a powerful scanning application that supports bar code recognition, a broad set of scanners, and a number of ease-of-use features. Global 360 Scan Manager is tightly integrated with Case360 to ensure a complete audit trail from scan through archive. Customers can also utilize other industry scanning products including Kofax or Captiva which are fully supported by Case360.

Records Manager – Records Management

Case360 provides document retention capabilities on all storage devices by enforcing rules that documents cannot be deleted before their retention date. To comply with regulations such as NASD 3110, records must be stored on WORM devices, to absolutely enforce the retention and security beyond the control of the application. Case360 provides direct support for WORM devices including Optical and Centera.

Global 360 Records Manager extends Case360's capabilities to meet the key industry compliance regulations. Records Manager enables the automation of records management and the ability to seamlessly manage record lifecycles throughout business processes. Customers can achieve compliance with the record-keeping regulations such as US DoD 5015.2, SEC Rule 17.a-4, FDA Rule 11 (21 CFR part 11), OMB Circular 130 and HIPAA.

Reports Manager – Print Stream Reports Management

Every organization faces the challenge of managing large volumes of reports and trying to efficiently leverage the data in them. Report archival, retrieval, and delivery also pose significant obstacles. Global 360 Reports Manager enables organizations to efficiently and cost-effectively manage reports and integrate core data into business processes. The Global 360 Enterprise Case Management Suite enables these reports can be searched and viewed within its unique virtual case folder.

Corticon BRE – Business Rules Management

Case360 can call Corticon to process complex rules within the business process. Corticon's Business Rules Management System consists of a family of products that drive superior results through each stage in your business rules project; from rule modeling as a part of early stage project analysis through high-performance rule execution. Corticon's solutions deliver complete rule lifecycle management and rules data access.

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. And with real-time performance data, managers can find and fix problems before they impact customers. Best of all, the efficiencies you gain can be extended to your customers and partners. Because, in the end, your business process shouldn't stand in the way of your business progress. 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.

For more information about Global 360's BPM solutions, please call 1-214-520-1660 or visit the company web site at www.global360.com

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