



e-Government Automated Case Management

IMPLEMENTING AUTOMATED CASE MANAGEMENT WITH ELECTRONIC FORMS

As government agencies strive to provide citizen-centric services, case management is becoming increasingly important. Agencies often waste precious time and resources on manual and administrative tasks instead of on driving cases toward resolution. With a solution from Software AG based on the innovative Business Infrastructure Suite, agencies can streamline processes to connect people and data, helping them manage work more efficiently and increase levels of service – faster.

The paper burden

Historically, most existing government systems were designed to focus on specific objectives instead of on a holistic view of organizational operations. These outdated and limited systems have resulted in fragmented work processes that duplicate work, increase paperwork and add cost. Case workers can

find it difficult to keep up with the huge volume of forms and to respond to requests in a timely manner.

Case management is at the core of an agency's service model and public servants must efficiently and effectively communicate with citizens, agency staff and third-party service providers. Case workers must gather case data, review the information, associate it with related cases, provide relevant information to involved parties and maintain the information for easy retrieval.

Agencies at all levels often face similar challenges when it comes to case management:

- Agencies lack systems that help case workers collaborate across agency and departmental boundaries
- Citizens cannot easily open new cases and

find out the status of existing cases

- Case workers struggle with the case management process, resulting in prolonged case resolution times

While many governments still rely upon paper-based forms for collecting data, the accessibility and reach of the Internet has allowed agencies to start transitioning from paper-based forms and processes to electronic information collection. This helps minimize the labor-intensive and expensive task of processing paper-based forms.

SOA technologies for electronic forms and documents

Streamlining and automating business processes is not enough. A complete solution must automate, streamline, communicate, secure and track processes throughout an agency — and help reduce costs while improving citizen satisfaction.

"We want to reach a stage where citizens choose to have the Welland portal as their homepage because it's indispensable and works for them. Software AG has enabled us to provide on-line access to public information, as well as interactive services and transactions, so that a quick Internet connection or phone call provides an accurate, up-to-date and immediate answer."

- Dale Towers, Welland Programme Manager, The Welland Partnership

With a case management solution built using Software AG's Business Infrastructure Suite, forms are posted on the agency's external website, where they can be downloaded and accessed easily — and either filled online or saved to a local drive to be completed offline. Once completed, users can add a digital signature if required, save the form with their data and submit it either via e-mail or upload it back through the website.

Forms received via regular mail or fax are captured electronically and transferred into the agency's back-end systems where they trigger automated workflows to be routed to staff for approval. Forms can be linked to multiple processes across departments and even among different agencies.

Your forms and your agency move faster. Citizens get answers quickly. Case workers have less paper to handle. Errors and delays caused by manual data entry are reduced. Costs for printing, distributing, storing and managing inventories of paper forms are lowered. Plus,

your IT department can leverage legacy back-end systems to streamline processes without having to modify existing enterprise applications.

With Open Standards you can replace inefficient, stand-alone processes with automated, interoperable business processes. Open standards also guarantee the smooth integration and interoperability with existing and future systems and applications.

Automated form processing made possible — faster

You'll reduce costs and increase services by automating business processes with electronic forms. Additionally, you can streamline operations, enhance communication and improve your agency's ability to comply with regulations.

Software AG makes it easy for public organizations to slowly transition from paper to electronic forms and avoid large investments in new IT assets.

A customized case management solution from Software AG enables you to automate, manage and track the processes and forms that capture critical data and extend the reach of core business applications. It can be quickly deployed with minimal IT impact and re-using existing IT assets. A solution based on our suite can help you to attain the following benefits:

- Reduced time spent on administrative tasks and reduced costs thanks to the automation of paper-based processes
- Real-time access to information with portal-based solutions
- Improved compliance with bureaucracy and paperwork reduction mandates
- Enhanced access and analysis of information for improved decision making
- Reduced record redundancy

Let us help you build the bridge between the paper and digital worlds and enable your agency to meet its mission more effectively.

AT THE CORE OF SOFTWARE AG'S CASE MANAGEMENT SOLUTIONS

According to estimates, knowledge workers spend between 20 and 30 percent of weekly work time on document management tasks. With our Business Infrastructure Suite, your agency can quickly and easily implement a case management solution that will free your staff for more productive tasks.

Enterprise Service Bus – Software AG's ESB enables automatic forwarding of completed forms from the browser to back-end systems with no media breaks.

Application Composition – Citizens have access to government forms in a customized Web interface available online 24/7 that also allows for the attachment of digital signatures. Inside the agency, staff can view and access all case-related information and documentation from a single interface created with our tools.

Legacy Modernization – No need for costly IT investments! Your agency can reuse existing IT assets and integrate them with the new automated workflows—all without touching legacy code.

SOA Governance – CentraSite™, our powerful, open and standards-based SOA registry and repository, co-developed by Software AG and Fujitsu, allows your agency to define and manage Service-Level Agreements (SLAs) regarding quality of service and case processing times.

Take the next step to get there - faster.

To find the Software AG office nearest you, please visit www.softwareag.com

ABOUT SOFTWARE AG

Software AG is the world's largest independent provider of Business Infrastructure Software. Our 4,000 global customers achieve measurable business results by modernizing and automating their IT systems and rapidly building new systems and processes to meet growing business demands.

Our industry-leading product portfolio includes best-in-class solutions for managing data, enabling service oriented architecture, and improving business processes. By combining proven technology with industry expertise and best practices, our customers improve and differentiate their businesses – faster.

Software AG – Get There Faster

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