



IBM **Information Management** software

Dayhuff Group iCase Advantage

Partner Solution

■ **Target Industry**

Government

■ **Business Application**

Case Management

■ **Products**

IBM Content Manager

IBM FileNet Content Manager

Business Challenge

Government agencies know that at the end of the day, case management impacts individuals' lives. The execution of critical decisions related to cases ranging from regulatory compliance, pension and workers' compensation, to social security, unemployment and veterans' benefits, requires caseworkers to respond as quickly as possible in the evaluation, facilitation and advocacy of various claims. However, many of these cases induce complex, multi-stage processes that involve numerous departments, interaction with other government organizations, as well as multiple sources of information.

Understaffed departments and budget restraints are often the norm for government agencies, posing significant challenges. While the public expects that information be accessible through the Internet, many government agencies continue to use manual methods and older technology to manage data, causing information delays, which can ultimately delay resolution of claims.

An integrated case management system that supplies caseworkers with the right information, at the right time, would improve overall productivity and effectiveness, enabling government organizations to focus more on serving citizens. Critical to achieving this vision is a responsive, real-time IT infrastructure that delivers relevant information to the caseworker to make better decisions faster.

Solution

Dayhuff Group, specialists in Enterprise Content Management and Web Business Enablement, has created iCase Advantage for government agencies seeking to enhance their case management processes. Built on the IBM Enterprise Content Management (ECM) suite of products, this integrated, event-based solution enables government agencies to support the case management of a variety of citizen-centric services, including Health and Human Services and Public Safety.

Empowering government agencies to effortlessly collaborate on cases, iCase Advantage enables the sharing and analyzing of information across multiple levels, departments, other agencies and geographies, allowing for reports to be created as needed. iCase Advantage uses the power of the Web to manage all case information, including the immediate posting and filing of information. The solution automatically converts documents into fully searchable PDFs for easy archiving and access to valuable information, while providing customers with access to the most up-to-date information online while maintaining strict privacy.

iCase Advantage dramatically reduces caseworkers' time spent managing cases, locating the information related to cases, and processing claims, thereby increasing productivity and enabling them to

focus more on satisfying customer requests. Providing citizens with more in-depth, one-on-one time spent with caseworkers, and the ability to easily locate the answers to routine questions and submit claims through the Internet, iCase Advantage enables government agencies to not only minimize complaints, but increase overall public satisfaction, while focusing on helping citizens improve their lives.



Value Proposition

While delivering a fast, focused, high-quality and cost-effective case management solution, Dayhuff Group and iCase Advantage enable government agencies to:

- enter case information quickly and easily;
- track and manage case information using calendar triggers;
- improve accountability through audit trails;
- receive automatic notification of updates;
- add information to multiple cases with one click;
- accomplish more with fewer resources;
- customize case information and retain update history;
- provide self enrollment list server functions; and,
- incorporate regular office mail into the system.

Company Description

Dayhuff Group specializes in delivering fast, focused, high-quality yet cost-effective Enterprise Content Management solutions. Our range of experience, the scope of our expertise, and our delivery model makes Dayhuff Group a special breed in the technology services field. We put those attributes to work in order to guarantee our clients short-cycle project completion with real-world budgets. The result: innovative, problem-solving technology services that improve efficiency, reduce costs, and increase revenues.

Dayhuff Group's primary areas of focus include:

Enterprise Content Management – We can remove the mountains of paper from your business and automate your workflow by implementing IBM's Enterprise Content Management suite of products.

Web Business Enablement – By implementing customer self-help, content management, order processing, claims entry and much more over the Web, you can drastically reduce cost and improve customer service.

Workflow Solutions – Achieve new levels of productivity, accountability and information accessibility with streamlined business processes at a workgroup or enterprise level and realize measurable ROI.

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