

OVERVIEW

Case management applications have been important to organizations for quite some time, often misunderstood in the scope of the category's functionality and the role it can play within the enterprise. Many organizations end up scratching the surface of their true capabilities, either because they viewed it as a subset of business process management (BPM), or because they deployed it primarily as a point solution. At its most basic level, a Case is a single view into all data, files, tasks, actions, collaborations, and history involving specific investigation, incident, service request, or process. Not to be confused with BPM, industry experts, such as Gartner, Inc., now talk about case management in terms of "outcomes" rather than processes, which is the traditional bread and butter of BPM. "Case management is a complex and unstructured process style in which the workflows are non-sequential, dependent and often cannot be predetermined at design time." Some of the areas where customers have reaped enormous benefits have been in Admin & Support, Audits & Compliance, Benefits, Courts, EEO, Finance, Human Capital Management, Investigation, Marketing & Sales, Regulatory Licensing, and Healthcare.

CMS VS. BPM?

Although BPM certainly has a role to play, its focus is very different from that of CMS. Whereas BPM is about making business workflows more efficient through process optimization, CMS seeks to optimize information and outcomes. It combines a vast array of structured and unstructured data which is created, shared, and reported by knowledge experts, enhancing collaboration and helping deliver improved outcomes. This makes CMS a strategic tool in a wide range of business functions and vertical markets.

For organizational profitability and efficiency, Case Management is considered to be a business accelerator.

Questions that help in making decisions...

When does one need an enterprise-wide case management platform?

In the past, many organizations may have deployed case management for specific use cases that were unique to a task or a line of business. However, by looking at case management in a much broader way than the historical focus on customer complaints or compliance violations, organizations now realize that it offers great advantages when deployed as an enterprise-wide platform. Case management silos generally aren't architected to support collaborative information sharing.

In what industries do enterprise case management platforms make sense?

Healthcare or social services are excellent examples of market segments that can benefit from an enterprise-wide approach to case management. Healthcare organizations increasingly are dealing with rapidly expanding sources of data, from medical instruments and mobile devices to smart hospital rooms and RFID-based

inventory systems. Each of these sources of data is designed to achieve the same result: improving outcomes in such areas as patient care, compliance, financial performance, and patient satisfaction.

What should one look for in an enterprise case management platform?

A critical requirement for enterprise case management is a commitment to open architecture. Interoperability is at the heart of leveraging case management across the enterprise, and that can be done more easily, faster, and more economically with an open architecture. At the same time, this flexibility should not preclude the IT department and solution architects from identifying and implementing reasonable guardrails to ensure security high performance levels and IT governance. Your solution also should be designed for easy scalability — both in the size of the enterprise user base and the scope of case management — over time without ripping out existing infrastructure or disrupting critical, knowledge-based activities.

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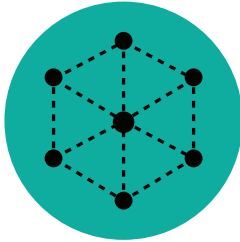
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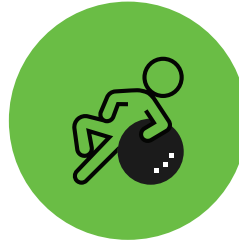
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