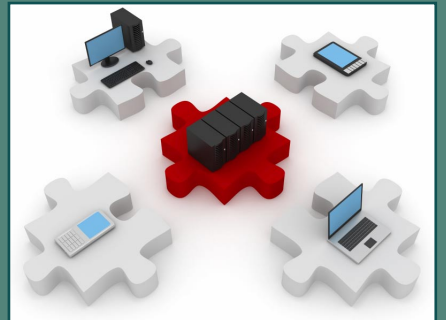


Case Management



Streamlined Processes



Increased Efficiency



The Case for Case Management

Across every industry, there is a common challenge which affects every part of a business - sharing and managing information effectively. In order to keep operating costs down and customer satisfaction levels up, organisations are increasingly introducing automated case management systems. Caman Case Manager is a highly modular and efficiency driving solution which manages information and automates the processing of this information across a business and external organisations.

Caman Case Manager

Pulsion Technology's Caman Case Manager is a set of case management solutions which are transforming existing methods of managing paperwork and processes. Many organisations are under increasing pressure to reduce turnaround times for case processing whilst maintaining accuracy of data. An automated approach to case management will alleviate this pressure.

Caman Case Manager is web enabled and ensures that documents, files and tasks are stored in a central location. It combines document management, workflow, extranets and print management to process cases electronically. Cases are routed without risk of duplication and designated members of staff can monitor the status of cases quickly and securely.

Caman - Industry Specific Solutions

The Caman case management portfolio includes:

- Caman Grants Manager - for management and distribution of grants
- Caman Claims Manager - for management of the personal injury and compensation claims process

- Caman Fund Manager - for effective management and allocation of loans to external organisations
- Caman Welfare to Work - for tracking and monitoring of citizens through the 'welfare to work' process

Why Caman?

Caman Case Manager is being continually developed and enhanced, often in close consultation with the user community. This has ensured it has stayed one step ahead of demanding market requirements.

It is modular in design, meaning it can be purchased in full or by key modules which closely match the client's requirements. Currently used within a wide range of public and private sector clients it has demonstrated its ability to streamline case management processes in organisations large and small.

Caman is intuitive and easy to use. With a user friendly interface and facilities to maximise in-house user administration and customisation, our clients have been able to take control of the system after implementation with very little support required. This enables tight control over purchasing costs and allows more knowledge of Caman to be retained in-house.

Business Benefits

- Simplifies and automates case handling procedures
- Quicker turnaround and conclusion of cases
- Drives down operating costs across the business
- Increases visibility of processes internally
- Increases client awareness and satisfaction
- Secure remote access available - connecting people, teams, offices and external partner organisations with information
- Staff and customers can track progress of cases
- Integrates with existing IT systems including financial, CRM, HR, email, etc..
- Integrates with external software eg. GIS, addressing software, telephony systems, etc
- Changes in business rules or processes can be made quickly and easily

Optimised business processes

Document Manager

This manages all electronic documents stored in Caman. Allows for easy storage, retrieval, tracking and movement of documents as part of workflows or attachments to records. Electronic document management reduces paperwork and provides better version control of documentation within the system.

Record Manager

Management of all records such as client, company, project, enquiry, form, order, etc.. This is where the data pertaining to that record is stored. Comments can be added to records. This is also where electronic documents can be added to a record in formats such as Word, Excel, PDF, etc..

Searching

Caman has strong searching facilities allowing users to search by record or perform partial text searches. These facilities can handle large volumes of searches typical in a call centre or client facing environment.

Task Lists

These allow users to identify where a case is in the process, highlights pending tasks and drives the workflow of cases. They alert users to perform a task, the case is then moved via a workflow to the next stage in the process. Management information can be highlighted at this stage. Eg. number of days the case has been at this stage.

Allocation Manager

This manages the allocation of tasks, with rules built in to determine what task should occur at each stage in the process. Cases can then move automatically from team to team electronically, streamlining the business process. Users with appropriate rights can monitor allocations and change the business rules. For example, if there are disproportionate allocations in a team the allocation process can be altered.

Workflow Manager

This is a powerful element of Caman which controls the workflow and lifecycle of cases. This is configurable to user requirements and has a set of conditions which can automatically trigger various actions as a case progresses. For example, the generation and distribution of letters or reports automatically at a particular stage in the process.

Escalations

This is a notification function which enables alerts and escalations to occur automatically if certain criteria are met. For example, if complaints exceed a certain number in one day, an email can be generated and sent to a manager.

Call Centre Manager

Caman has a CTI (Computer Telephony Integration) module to enhance functionality for those staff in a call centre or office environment.

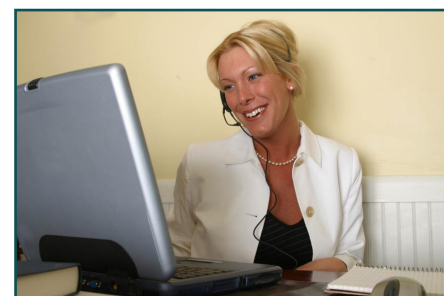
Caman can detect incoming caller numbers and display the client's information on screen prior to answering the call. It can also cope with multiple inbound channels and identify marketing sources based on the number dialled by the caller. The 'Callbacks' function is extremely powerful in ensuring callbacks to clients are managed, distributed and fulfilled efficiently.

Management Reporting

Caman's strong reporting functionality allows key data and information to be reported on quickly and on demand. Management can report against predefined objectives, Key Performance Indicators (KPIs) or Service Level Agreements (SLAs).

A variety of reporting tools are supported including Reporting Services, Crystal Reports or custom written reports. Word, Excel or PDF are the main report output types. Caman can also use integrated GIS tools for mapping of reported data.

Audit trails of cases, workflows, records and reports provide management with greater visibility of activity across the business, in order to continually monitor and improve existing processes.



Parallel processing for greater efficiency

User Administration

Within this module, roles are created and rights assigned to them. Users with appropriate rights can manage other users. Customisable security options are also put in place including password recovery, optional expiration, etc.. Users can be assigned multiple roles and grouped in various ways. Screens can be automatically populated with data and presented to a user in a certain way dependent on their user rights. Caman has been independently assessed and verified as having a high level of security features.

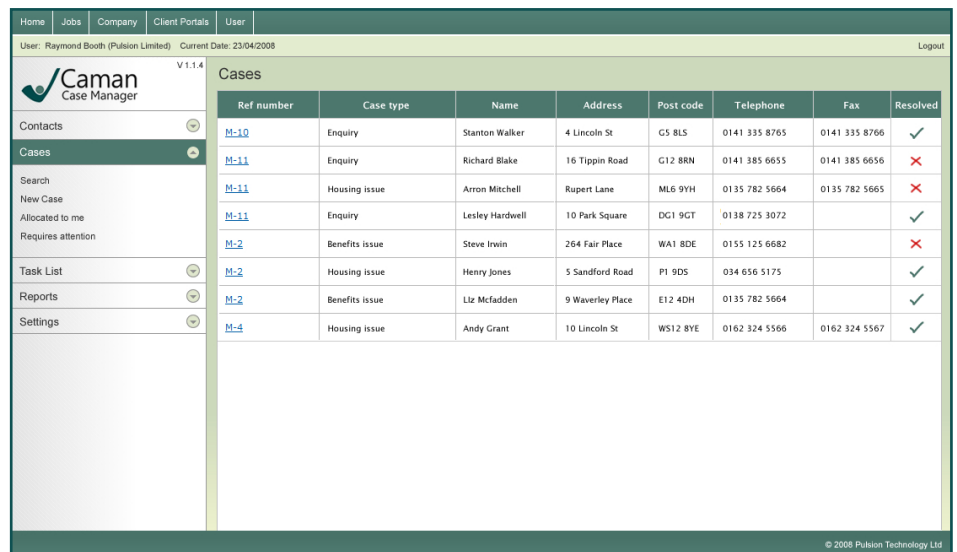
Data Administration

Management of source data which is used to easily generate lists, drop down menus, radio buttons, etc.. This area contains information on lookup groups and lookup items. The user friendly interface means that new records can be created by users quickly and easily with minimal assistance required from Pulsion.

Financial Manager

In instances when the case process results in awarding financial funding, installment management features allow this funding to be administered automatically based on scheduling rules. Funding milestones can be pre-defined, which aids in streamlining the allocation process. Customised financial management reports allow visibility of funding stream activity and status.

User Friendly Interface



The screenshot displays the 'Caman Case Manager' web application. At the top, there is a navigation bar with links for Home, Jobs, Company, Client Portals, and User. Below this, the user is identified as 'Raymond Booth (Pulsion Limited)' and the current date is '23/04/2008'. The main content area is titled 'Cases' and contains a table with the following columns: Ref number, Case type, Name, Address, Post code, Telephone, Fax, and Resolved. The table lists several cases with their respective details and resolution status.

Ref number	Case type	Name	Address	Post code	Telephone	Fax	Resolved
M-10	Enquiry	Stanton Walker	4 Lincoln St	G5 8LS	0141 335 8765	0141 335 8766	✓
M-11	Enquiry	Richard Blake	16 Tippin Road	G12 8RN	0141 385 6655	0141 385 6656	✗
M-11	Housing issue	Arron Mitchell	Rupert Lane	ML6 9YH	0135 782 5664	0135 782 5665	✗
M-11	Enquiry	Lesley Hardwell	10 Park Square	DC1 9GT	0138 725 3072		✓
M-2	Benefits issue	Steve Irwin	264 Fair Place	WA1 8DE	0155 125 6682		✗
M-2	Housing issue	Henry Jones	5 Sandford Road	PI 9DS	034 656 5175		✓
M-2	Benefits issue	Liz Mcfadden	9 Waverley Place	E12 4DH	0135 782 5664		✓
M-4	Housing issue	Andy Grant	10 Lincoln St	WS12 8YE	0162 324 5566	0162 324 5567	✓

About Pulsion Technology

Pulsion Technology is an established IT consultancy, providing software development, integration and consultancy services across a number of industry sectors. We are a Microsoft Gold and Oracle partner with a product portfolio which includes case management, mobile working, CRM and management reporting tools. The solutions and services which we provide are assisting organisations large and small to increase productivity, automate business processes and reduce operating costs.

Contact Us

To find out more please contact us using the contact details below.