



## Technology to Power Your Process

Processing and managing information correctly is the hallmark of a successful modern organization but it can be difficult for businesses and government agencies to keep pace with rapidly expanding information markets. In addition, every organization has unique business processes which need to interact with relevant information appropriately and in a time-sensitive manner.

The eCase framework provides the core case management functions to power a wide range of workflow-driven processes. The versatile eCase framework builds solutions around unique business areas.

### The eCase platform provides:

#### Dynamic case workflow management

- Assign tasks and route cases/documents for review
- Route cases via predefined or ad hoc workflow
- Collaborate by means of discussion threads

#### Robust Reports

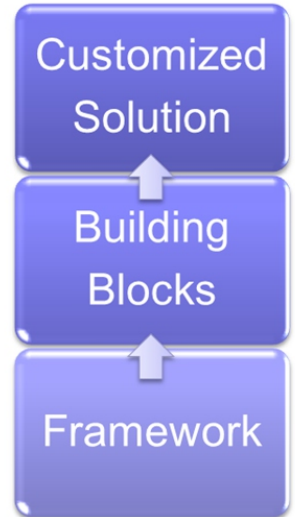
- Ad hoc and standard reports track all pending, overdue and completed actions
- Audit trail tracks and reports on all user actions within the system

#### Forms integration

- Configure forms (no custom coding) and associate them with specific case types
- Route forms through the workflow for processing
- Auto populate forms with existing user data

#### User Roles and Privileges

- Permissions set for users/groups via privileges assigned at the case and system level



eCase combined with the building blocks of business area expertise and core case management tools can be easily configured to provide a customized solution for any business vertical.



Let eCase empower your enterprise.

# eCase™ Features

- Tab-based user-friendly interface for easy navigation.
- Predefined, parallel, contingent and ad hoc workflows tailored to your organizational needs.
- Decision-based branching along the routing chain for supervisory approval/rejection cycles.
- Security control with access authorization set for users and groups via privileges assigned at the folder and system level.
- Ability to capture supporting documentation and attach it to case folders.
- Forms integration with autopopulating data for frequently input values.
- Check-in/check-out version control of attachments.
- Templates to reduce duplication of effort.
- Complete action log of all actions taken on each case with robust auditing and tracking capabilities.
- Comprehensive reporting capability for system evaluation and fine-tuning.

## Configure, Don't Code.

eCase comes standard with an enterprise, workflow-driven Correspondence Management solution, but the eCase platform can be configured to accommodate limitless variations of unique business workflows.



### Using the eCase framework:

- Speeds application development.
- Speeds application adoption.
- Reduces development cost.
- Reduces risk.
- Provide a consistent interface between multiple applications.