

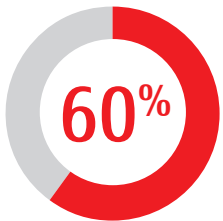
CaseM

Dynamic Information Management in Action

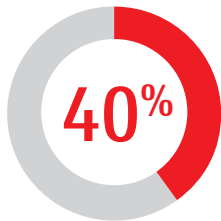


Digital disruption and changing customer and citizen expectations is forcing tremendous changes in both public and private sector organizations. The drive to digitally transform is not simply about digitizing business processes but about supporting new ways of working and engaging with customers.

Our research shows that CaseM can significantly increase productivity and enables:



A 60% reduction in case overrun.



A 40% increase in a worker's productive time gained when not switching tasks.

In the new digital era, consistency and transparency across your organization are key. Being able to empower your employees to become more productive through the use of adaptive technologies allows your business to be more outcome and customer focused, driving operational excellence. Operating as an integral part of your team, we can help you in attracting, engaging and delighting customers by digitizing business processes. Always being connected to your customers and partners gives you the ability to become customer led, which is a major advantage of digital transformation.

Case Management made simple

Fujitsu CaseM is the dynamic case management solution that is easy to use, fast to deploy and will enable organizations to deliver business outcomes, build trust with customers and make teams more productive whilst meeting compliance requirements.

Improve organizational productivity

Digitize business process, speed up work allocation, guide decision making and improve efficiency.

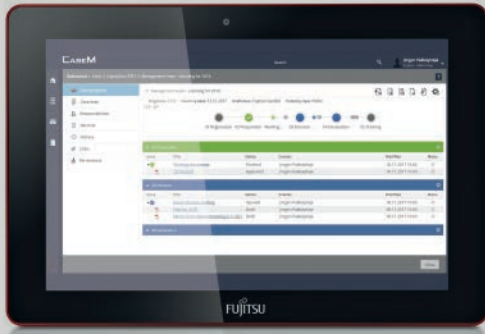
Frictionless compliance

CaseM's information lifecycle management capabilities frees the user to concentrate on outcome focused work.

Improve customer experience and build trust

CaseM enables you to engage with your customers and partners digitally while managing work across organizational silos, to ensure a seamless experience.

shaping tomorrow with you



Customer Story

In 2016 Mikkeli City Council set out on a digital transformation agenda in order to make the city into a leader in productivity for government in Finland. Mikkeli chose to implement Fujitsu CaseM case management solution to cover a broad range of digital services for city employees and its citizens. The result has been an 86% reduction per year in CO² emissions, creating savings of over 650,000 EUR a year. Over 25,000 hours in time savings also allowed for improvements in service quality and faster decision-making.

CaseM Benefits

Improve Organizational Productivity

Digitize business processes, speed up work allocation, guide decision making and improve efficiency.

Improve Customer Experience

Build trust with your customers and service users as CaseM enables you to engage with your customers and partners digitally while managing work across organizational silos to ensure that nothing falls between the cracks.

Choose the CaseM modules that are right for your organization:

CaseM is a modular system which enables fast and phased deployment.



eServices

The digital engagement platform between the organization and its customers. The platform contains functionality to create electronic forms by drag and drop, including guidance text that will be shown to users.



Case and Document Management

A module for managing an organizations key business processes including the storing and management of all relevant information throughout its lifecycle.



eMeetings and Collaboration

An extranet module for digital board / committee meetings where all relevant meeting information is presented in the appropriate format, meeting attendees can vote and outcomes are captured electronically for publishing and storing as records back into cases.



Publishing

Information from CaseM can be published to an existing organization's website or by using the Web Content Management Solution included with CaseM.



Process Management and Classification

A module for defining processes, tasks and business rules. It has an open API allowing reuse by other systems.



eArchive

Long term storage of electronic information assets as per an organization's information management policies.

Interoperability

As CaseM is built using open standards, it can be easily integrated into other systems to enable organization-wide processes to be digitized and for the information managed within CaseM to be made use of in other systems.

Flexibility

CaseM can be deployed on premise or in the cloud and can be consumed through a variety of different commercial models including SaaS and more traditional perpetual licencing.

Enhance the user experience for your customers and employees through CaseM



Follow processes **visually** -
Know what to do, why and when!



Support for different **data models** and **content** types.



Availability of the right information to the right people.



Mobile Friendly.



Collaboration in case handling and decision making.



Compatible with National and International archive **standards**.



Processes and rules ensure the **consistency** and **efficiency** of operations.



Transparency and **Integrity** of all case information.



Modular Design - Choose capabilities appropriate to your needs, start in one area and expand across your organization.

Contact

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For further information on the Fujitsu Case Management system please contact:
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