

# AXI [ CASE MANAGEMENT ]

case management solution for government agencies and service organisations

The new AXI software facilitates service improvement, the reduction of case backlogs, the implementation of correct procedures, secure information sharing and the reduction of administrative costs.

## AXI [ CASE MANAGEMENT ] overview

### The building blocks

AXI Case Management cost-effectively manages the entire case life cycle. The solution therefore comprises workflow management and document management, calendar, e-mail and telephone integration.

### Focus on improvement and flexibility

AXI Case Management makes it possible to fundamentally and fully improve the administrative processes.

Given that operational processes are subject to change, AXI Case Management offers the authorised user the necessary tools to organise the case processes in a flexible manner.

Special attention is being paid to optimising the coordination of the entire administrative process.

The solution offers wide-ranging possibilities, up to Total Quality Control and performance management.

### A unique workflow concept as the basis

In order to make the administrative processes more efficient, AXI Case Management has combined the advantages of workflow management and document management into one solution.

AXI Case Management starts with defining a workflow of tasks, which can be linked to any type of file (complaint, subsidy, legal cases, tender procedures, etc.).

Documents are directly linked to the steps in the processes. The solution can link both incoming documents to the workflow, as well as generate outgoing documents on the basis of file data; in accordance with predefined templates.

The workflows can be executed manually and/or supported by an electronic workflow.

The authorised user can translate any amendments in legislation/regulations and processes into efficient workflows, without any need for programming.

## File types

With the assistance of AXI Case Management, the following workflows can be implemented, for example:

- legal cases
- internal legal advice
- damage claims
- incident management
- ombudsman services
- internal complaints management
- financial assistance management
- tender procedures; integrated with purchase order software solutions (AXI Purchase Order Management)
- licenses & permits management
- inspection activities
- fraud control management
- risk management ...

## Flexible organisation according to case type

Various case dependent data can be built up dynamically per case type (complaints, tenders, subsidies, etc.) by making use of flexible fields, so-called 'flex fields'.



AXI [ CASE MANAGEMENT ] - overview file types

# AXI [ CASE MANAGEMENT ]

## Workload overview

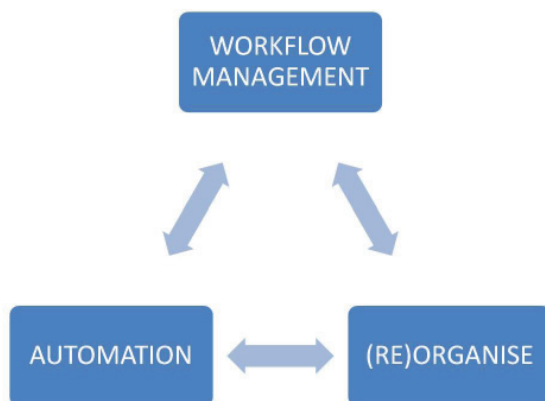
Performance management and auditing are part of AXI Case Management. Its built-in measuring points ensure fast insight into the workload, the capacity and the case processing time.

In order to prevent bottlenecks, the solution offers the possibility to quickly respond to changing resource capacities.

By integrating escalation pathways into the workflow, it is possible to stay in control before anything gets out of hand.

## Optimising operational processes

In view of the fact that integral process management contributes to the continuous improvement of operational processes, AXI Case Management also generates all the necessary Total Quality Control reports. Based upon the conclusions of these reports, the processes can immediately be reorganised - step by step. Thus, tasks can be removed, combined, expanded or divided...



The system also allows the temporary insertion of sub-processes in order to comply with exceptions in law and regulations.

## Focus on the user

AXI Case Management is the user guide. The workflow can be influenced by the authorized users. In other words, there is now no longer any need to affect the autonomy of the various departments.

Users can work independently on the basis of a performance commitment. Without being timed, from their home office ...

## Attention to internal control

Reporting, strong authorisation rules, strict security, effective management of the procedures and workflow management offer solid guarantees for the internal audit department.

## Integration is self-evident

The predefined processes in AXI Case Management allow for bidirectional integration with existing financial processes. Workflows can trigger actions in other applications.

## The solution breathes Java and open standards

AXI Case Management is based on open standards, the Oracle Application Development Framework 11G, Java and open source software (e.g. Open Office), XML data exchange, RSS feeds...

For document storage and management, AXI Case Management contains a user-friendly content management solution.

The customer organisation can opt to make use of any available document management solutions, such as Oracle Universal Content Manager, MS SharePoint ...

AXI Case Management runs on Linux, on Microsoft and UNIX platforms; using thin clients.

## For more information

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