



IBM Cúram Social Program Management is a business and technology model that is enabled by a new generation of commercial off-the-shelf (COTS) software, specifically designed to meet the unique requirements of social program management organizations.

IBM Cúram Solutions

IBM and Cúram Software

IBM has acquired Cúram Software Ltd., the leading provider of solutions for social programs, including health and human services, workforce services, and social security organizations – bolstering smarter cities and the citizens they serve.

Together, IBM and Cúram will provide timely access to the right social programs, deliver integrated benefits and services and drive improved outcomes and reduced costs.

Smarter Cities, Smarter Programs

In a rapidly changing world where cities and government agencies are facing ever-increasing demands and expectations from their citizens, leaders must work to deliver more value to the citizens they serve. They do so not by working harder, but by working smarter. Smarter Cities drive sustainable economic growth and deliver citizen centered services by leveraging information to make better decisions, anticipating problems to resolve them proactively, and coordinating resources and process to operate effectively.

Smarter Cities focus on smarter social programs in order to optimize service delivery and lower costs. Smarter social programs:

- Leverage citizen context to connect them to the right programs
- Anticipate citizen life events, respond dynamically and optimize resources
- Coordinate social program across levels of government and the community to achieve desired outcomes



IBM Cúram Social Program Management

IBM Cúram Social Program Management supports end-to-end service delivery for programs such as social assistance, family services, employment, disability and workers' compensation, pensions, and more. It empowers organizations to collaborate around the client's needs, making access to governmental services easier for the citizen and, more importantly, more effective in achieving desired social goals.

Benefits of IBM Cúram Social Program Management include:

- Packaged solutions created by subject matter leaders, based on global implementations and focused development to support the needs of social program agencies.
- Innovative approach to service delivery with role-based user experience, prebuilt analytics and outcome focused multidisciplinary team collaboration.
- Business user configuration, empowering business analysts to make core changes to key processes through wizard driven and drag and drop configuration tools.

Prepackaged Solutions

- **IBM Cúram Universal Access** – is a configurable, rules-based platform that allows agencies to provide a user-friendly and intuitive web-based self-service capability to citizens. Universal Access helps citizens navigate the complex world of government benefits through a guided process that assesses their needs and circumstances, and directs them to the proper community and government resources, even if they are unfamiliar with government programs. It delivers needs-based triage and matching of benefits; personalized content and recommendations; differential response on priority; complexity and risk; and interoperability with existing screening processes.
- **IBM Cúram Outcome Management** – provides social services organizations with the tools to create and manage optimal outcome plans for citizens and their families to support their path to self-sufficiency. IBM Cúram Outcome Management is designed to assess a client's needs, establish a client's goals, plan for goal attainment, and track a client's progress. It supports collaboration and coordination of all resources at an agency's disposal in an effort to support clients achieve desired outcomes.

- **IBM Cúram Social Program Management Platform** – delivers prebuilt social industry components, business processes, toolsets, and interfaces on top of a dynamically configurable architecture that enables social enterprises to support the increase in demand.
- **IBM Cúram Solution for Healthcare Reform** – a solution designed to help states meet the requirements of the Patient Protection and Affordable Care Act (ACA), recently upheld by the US Supreme Court, with foundational elements for not only a health benefit exchange but a full health and human services modernization.

Key Benefits:

For clients and claimants:

- Improves delivery of services and benefits through online access and electronic forms submission
- Empowers clients to manage their own claims and accounts
- Automates questionnaires and forms for efficient and concise eligibility questioning
- Focuses on client-outcomes instead of traditional service delivery models

For users and managers:

- Enables caseworkers to make more informed decisions
- Provides online access to virtually all case information
- Helps reduce manual assessments and rules application enabling caseworkers to focus on client outcomes

For program administrators:

- Shortens process cycles and improves productivity
- Enhances constituent service delivery
- Helps reduce costs by significantly improved business processes

For IT organizations:

- Provides even better control of information assets through central information repository
- Improves controls over internal processes and helps facilitate compliance with standards from government, regulatory bodies and internal groups
- Helps reduce TCO and vendor-related risks
- Provides enterprise approach to traditional program silos, helping reduce maintenance costs and redundancy

For more information

To learn more about Cúram software, please contact your IBM representative, or visit: www.ibm.com

To learn more about all of the IBM Smarter Cities solutions, visit: www.ibm.com/smartercities



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