

**Employment services solutions
that respond to the changing
nature of work**



People looking for employment require a unique set of services to help them through difficult times, to assist them in re-establishing their careers, or to help them return to self-sufficiency. The organizations that provide this help—whether it's benefits that provide a safety net to people who have lost their job or services that help unemployed or underemployed people find a new job—face unprecedented pressures and uncertainty related to the changing nature of work, worldwide economies that are inextricably linked, and the continuing need for the workforce to develop new and additional skills.

IBM partners with WCC Smart Search and Match

WCC Smart Search and Match, a leading provider of high performance search and match software, and IBM® have announced their strategic partnership and collaboration to bring together the leading IBM Cúram Social Program Management solution with WCC's flagship platform ELISE. ELISE is used by the world's leading staffing and recruitment agencies, and the largest and most innovative public employment services, to deliver employment search and match capabilities. IBM Cúram helps government organizations manage unemployment claims, determine eligibility for benefits, and coordinate rehabilitation, job readiness and retraining services.

Together, IBM Cúram and WCC's ELISE will deliver a comprehensive, integrated solution that can intelligently identify the right benefits and services for the individual to help get them job ready, and then once the individual is job ready, help to intelligently find the right job for that person.

IBM Cúram Solution for Employment features

- Citizen-centric service delivery to improve access and claim management
- Integrated eligibility and entitlement and payment management systems to help get individuals access to the benefits and services they need
- Outcome management tools to track client progress and support job-retraining and self-sufficiency
- A configurable design based on service-oriented architecture (SOA) for easier configuration and administration, and reduced implementation risk and cost

IBM Cúram centralized case-management system

A government ministry in Canada needed to ensure that its employment network complied with its government's modernization agenda for improved customer access and service while maintaining a solid focus on its customers and their needs. The ministry created a centralized case-management system with IBM Cúram and was able to increase client accessibility and satisfaction and improve operating efficiency while achieving and maintaining compliance with regulatory requirements.

IBM Cúram commercial-off-the-shelf (COTS) software

Today's COTS applications, built specifically for social enterprises—including social services, workforce services, and human services agencies—are designed to facilitate collaboration across systems; support inexperienced workers with access to organizational knowledge and data; respond quickly to legislative, policy and programmatic change; and support a citizen-centric, outcome-focused approach to service delivery. By providing documentation and training in both functional and technical aspects of the application, COTS applications can bridge the knowledge gap of experienced and new caseworkers, as well as IT professionals.

About WCC

Founded in 1996, WCC specializes in developing meaningful smart search and match software for organizations in the private and public sector with high-performance functional and technical requirements. WCC's flagship platform ELISE is used throughout the world by leading staffing and recruitment agencies, the largest and most innovative public employment services, and public safety agencies including border control, law enforcement, and motor vehicle licensing.

IBM Cúram Research Institute

The Cúram Research Institute—IBM's social policy research arm—champions the development of best practice service delivery models that helps social programs to improve the social and economic potential for individuals, families, and society. The Institute is committed to undertaking and commissioning research with social enterprises, not-for-profits, universities and other organizations. Output from the Cúram Research Institute consists of industry point of views, position papers, industry consultations and input to the Cúram product family. For more information about CRI, visit our web site: ibm.com/curam-research-institute

For more information

To learn more about IBM Cúram Solution for Employment, please contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/software/products/en/employment



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IBM Corporation
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Armonk, NY 10504

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