

IBM Public Sector Solution for Microsoft Dynamics—Case Management

*Delivering digital case management solutions
for the public sector*



Highlights

- Helps improve digital customer engagement with a modern platform
 - Helps deliver a fast and cost-effective implementation
 - Supports user-centric service delivery
 - Replaces the need for bespoke code with powerful configuration tools
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Organisations across the public sector, including government departments, ombudsman offices and regulatory agencies, are looking for newer, more efficient and cost-effective ways to deliver services to customers. With customer expectations at an all-time high, these organisations have to meet the increasing demand for improved user experience while promoting better stakeholder engagement and reducing financial costs of traditional operations.

The IBM Public Sector Solution for Microsoft Dynamics (IPSSMD)—Case Management provides a powerful, ready-to-use platform based on Microsoft Dynamics 365 and the Microsoft Cloud that can revolutionise case management in your organisation. Developed from more than a decade of public sector experience, it is an end-to-end solution that combines the best of Dynamics 365 with public sector-specific features and best practices to help you more efficiently manage end to end case management and other associated tasks. It can be easily and rapidly integrated with your existing systems with minimal changes to applications, not only accelerating implementation time but also reducing any downtime.

Enabling digital transformation with a customer engagement platform

Leveraging IBM's extensive public sector experience in the platform, the solution provides an enhanced, ready-to-use case management framework, which can help you jump start your projects. With tested data models and pre-built entities for public sector-specific scenarios, it helps you address complex, multi-channel claims and requests without any additional customization. At the same time, it allows



you to automate and customise workflow activities to better track organisational processes. Dynamics 365 gives you a 360-degree view of your customers across your critical systems without the need to double key data.

Delivering a faster, cost-effective implementation

As well as supporting open standards, Dynamics 365 can readily integrate with multiple Microsoft technologies including Office 365, Exchange, SharePoint, Skype/Lync, Yammer and Power BI. This helps to significantly reduce the implementation time and costs. The IBM Service Creator tool adds significant value to the solution, allowing new processes to be added to the platform more easily and helping save configuration and ongoing management time. This tool allows large numbers of processes to be created and deployed in weeks, rather than months. In addition, with IBM specialists updating the core case management platform annually, this solution can help you reduce long-term management costs and ensure your platform stays up to date.

Supporting user-centric service delivery

The solution features several capabilities that can improve service quality and help enhance user experience. An intuitive user interface enables your users to easily search for and select services, while powerful business intelligence dashboards help you gain insights into customer and case data. For those citizens who wish to self-serve, it includes a fully integrated Dynamics portal that encourages independent problem resolution and reporting. With real-time, intuitive status updates via text or email, or through the portal, the solution helps you keep customers fully informed throughout.

Replacing the need for bespoke code with powerful configuration tools

The solution provides powerful extended configuration options that help reduce the use of custom code, which supports self-management of the platform over time. The advanced case management capability is tailor-made for the requirements of public sector organisations.

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