



IBM Microsoft Dynamics for Child Support Services

The Third Generation of Child Support Systems Has Arrived

We think government services like child support should have systems as fast, stable, and secure as anything in the private sector. So we developed a solution with all the capabilities associated with first- and second-generation child support systems—including a sharp focus on federal certification and reporting—and then added the kind of innovative business intelligence and ease of implementation that take it to the third generation.

- Automate the entire lifecycle of a case, from intake to distributing payments and enforcing orders, by applying cutting-edge artificial intelligence to all of your back-office processes
- Expedite your decision-making on the tough cases and intervene early through predictive analytics and role-based dashboards that give you and your staff a clear, visual picture of your child support cases
- Work intuitively using a modern interface familiar to users from the Microsoft Office suite, so you spend less time teaching staff to navigate a stand-alone system and more time helping families

The result is a solution that we believe is more robust, more cost-effective, and easier to implement than any other child support system available.

Microsoft Dynamics 365: Power, Flexibility, and Federally Certified Security

The backbone of our child support solution is Microsoft Dynamics 365. Recognized as a highly secure system for government agencies, with the highest level of FedRAMP accreditation available, Microsoft Dynamics 365 includes a suite of other important Microsoft solutions, such as Power BI, PowerApps, and Microsoft Flow.

Best of all, this technological power is delivered through a user interface that echoes the Microsoft Office applications that virtually everyone on your staff already know, making it incredibly easy to use and learn.

Highlights

- Artificial intelligence and predictive analytics that speed back-office processes and simplify early intervention on high-risk cases
- Visually oriented design focused on users, putting the information you and your staff need all in one place
- Robust security certifications and a simplified mechanism for connecting to other government systems—which helps speed implementation and reduce costs
- Built-in web and mobile accessibility features to easily create online and app-based client portals, allowing the people you serve to take control of their own cases
- Modular approach that delivers software as a service on your own cloud, giving IT team more control and reducing the total cost of ownership without sacrificing speed and stability



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DIFFERENTIATORS



Proven Approach



IBM's Transformation Journey



Tools to Accelerate



Access to Expertise



Strategic Partnership

Improving Customer Service and Simplifying the Day-to-Day Work of Child Support Staff

To make sure IBM's child support system met the real needs of IV-D programs, we collaborated with the nationally recognized child support leaders at Grays Peak Strategies to understand the complexities faced by child support staff in state and tribal programs across the country. Our goal was to create a system that would let staff at every level come to clear, data-driven decisions in even the most complex child support cases.

Grays Peak also helped us understand the needs and expectations of participants in the modern IV-D program. One big part of that: getting clients information over the web and through mobile apps., so our solution includes modules that radically streamline the process of creating self-service options for clients.

As a bonus, the same technology that makes it easy to deliver case information to clients over the web can also make it easier for child support staff and partners to work remotely.

Why IBM?

Choosing IBM Microsoft Dynamics for Child Support Services means harnessing the combined technological understanding and resources of IBM and Microsoft, as well as the subject matter expertise of Grays Peak Strategies. A Microsoft Certified Partner since 1995, IBM provides a broad range of consulting services to help advance your organization's growth and profitability with jointly developed solutions that drive excellence and business value in applications driven by Microsoft technology.

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