

CGI Case Management

Transform your operations, reduce costs, increase efficiency and drive higher stakeholder satisfaction with CGI Case Management. Built to support decision-intensive environments, this secure, web-based solution enables operational excellence for both standard and ad-hoc case processes.

Used by public and private sector organizations around the world, CGI Case Management automates, standardizes and transforms processes to increase agility, boost productivity, and improve customer service. The solution allows business users to configure the application to their unique business rules and processes that can suit the specific needs of a wide range of organizations.

Key benefits

- **Configurable.** Menu-driven changes can be made quickly and easily by business domain experts. As a result, there is no need to engage in long, high-risk IT development efforts.
- **Complete.** Secure, web-based solution automates workflow, standardizes document management, improves data capture, facilitates case collaboration and enhances performance reporting.
- **Uniform.** Template-driven document and form creation can incorporate standard terms and conditions, as well as optional clauses, and improve uniformity across the case management lifecycle
- **Fast:** Short, iterative project cycles with subject matter experts contributing directly to configuration ensures excellent fit with organizational requirements and rapid time to value.
- **Secure.** Role-based permissions allow organizations to maximize management control over rules, processes and the case lifecycle.
- **Transparent.** Fully transparent case management processes facilitate analysis, change management, reporting and auditing.
- **Accurate.** Web-based smart forms with embedded logic eliminate the need for re-keying data, thereby improving data capture and accuracy.
- **Insightful.** Data from external sources and applications can be incorporated to provide the complete information necessary for informed decision-making.
- **Dynamic.** Since complex data found in each case may determine case-specific operational requirements, the solution supports a dynamic processing environment.



INTEGRATES EASILY WITH OTHER APPLICATIONS

CGI Case Management provides out-of-the-box integration with commonly requested workflow requirements. Interoperation and data exchange with external applications is through a web services integration framework. With support for industry standard databases as well as web and application servers, CGI Case Management fits easily into modern architectures.

As an example, CGI Case Management has been integrated with Contracts Management applications to include the creation of solicitation documents and RFP attachments, receipt of solicitation responses, evaluation of vendors against custom evaluation templates, and collaboration on creation of Master Agreement Documents based on standardized templates.

CGI CASE MANAGEMENT FEATURES AT A GLANCE

Workflow automation	<ul style="list-style-type: none"> Route cases to different processes and support the activities and actions within each process, allowing for both automated and manual procedures as specified by organizational business rules Carry forward case data through all processes to eliminate rekeying and improve data quality
Communication and collaboration	<ul style="list-style-type: none"> Provides communication and collaboration through automatic system messaging, e-mail, and content management publishing with complete version controls to ensure clients and stakeholders are well informed throughout the process Built-in capabilities support team work, collaboration and information sharing Incorporates a tool-set, and an interactive calendar, to assist with planning and case coordination and resource scheduling
Document management	<ul style="list-style-type: none"> Generate documentation and reports through integration with Microsoft Word and Excel Document builder capability allows for inserting case data, and optional clauses, paragraphs and other content 'on-the-fly' as documents are generated Store scanned images, or virtually any digital format, in the document management module Integrate with 3rd party ECM solutions
Decision making	<ul style="list-style-type: none"> Support uniform and transparent decision making by configuring decision trees Display on-screen data drawn from external sources and applications to enable informed decision making Record all decisions at all approval and review stages and include them in the case archive if necessary Ensure that all necessary decisions are rendered before the case can move forward
Contact Management	<ul style="list-style-type: none"> Collect and store contact information, including contact types and relationship types, and automate business rules associated with various parties Communicate with various contacts via email from within the case
Operational and Case Reporting	<ul style="list-style-type: none"> Real-time standard, customized and ad-hoc reporting provides workload and trends analysis, as well as performance reporting

ABOUT CGI

With 68,000 professionals operating in 400 offices in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors.

Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of delivering 95% of projects on-time and on-budget.

TAKE THE 5-DAY CHALLENGE

See for yourself how in 5 days our professional services team can take one of your existing process flows and deliver a working prototype complete with forms, workflow and document management.

To learn more about CGI Case Management or to participate in a 5-day challenge, please contact case.management@cgi.com.

FLEXIBLE DELIVERY OPTIONS

Available as an "on premises" or Software as a Service solution, CGI Case Management is engineered using industry standard technologies. It is integrated with popular desktop tools and can support multi-lingual operations.