

WORKCASE MANAGEMENT – ONE SOLUTION FOR MANY APPLICATIONS

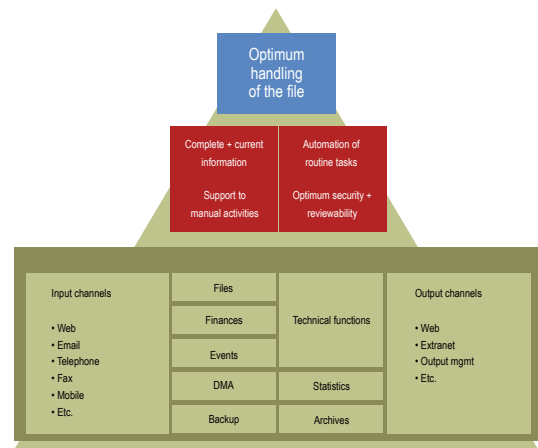
In our highly engineered and automated world, many activities still revolve around a file belonging to a natural or legal person. These files (“workcases”), which are created for each individual case, contain all the related information, actions, knowledge and communications. At all times, they provide complete information about the current state of the concerned case, which can be consistently retraced at any time. Once the case is fully concluded, the file is closed and archived. The application fields for workcase management are diverse. Wherever file-centred work is done, costs need to be reduced and quality raised at the same time. Therefore, the workcase management approach is the right answer. Potential applications are claims and payment systems; patients’ files; personnel files; tax files; case files at courts, lawyers and social organizations; inspection files for audits; client and case files in consulting etc. In short, the approach can be used in the broadest range of industries.

Four objectives

The workcase management approach makes allowance for the complexity of the cases and pursues four objectives:

1. **The completeness of the file** should be guaranteed by the electronic storage of all incoming and outgoing documents within it. This allows access to the most current information from anywhere at any time.
2. Many activities connected with a case are **purely routine tasks**, e.g. drawing up letters, requesting information and monitoring deadlines, payments, conclusion of a case etc.; these activities **are largely automated**, which allows substantial time and cost savings to be achieved.
3. The human processing and valuation of the case knowledge and the decisions derived from that are the central valueadding elements in each individual case. The inclusion of all available knowledge and the automation of the process to the greatest extent possible – but only to the extent required – provides **optimum support for the human activity**.

4. The electronic file is protected with access rights based on defined role assignments. This guarantees both **optimized security** and reviewability through the retracing of all activities and decisions.



The means-end chain of workcase management

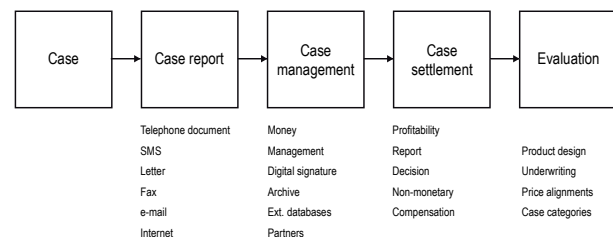
The file is central

The centrepiece of every case is the case file (“workcase”); every case that must be associated with a natural or legal person requires its own file. This must contain a complete documentation of the “case history” with all individual steps. Workcase management makes allowance for this fact: the file is central. All the knowledge

is accordingly grouped in the file and all documents are accordingly stored there. It goes without saying that this is an electronic file, which contains all the documents in electronic form. For this purpose, all paper documents are scanned.

The integrated solution approach

The solution approach integrates the entire case management process from creation through processing, settlement and evaluation to conclusion and archiving. In the individual sub-processes, different channels are included via corresponding interfaces, connections are established with systems or services, automatic processes are initiated and, at the same time, data is systematically collected for analysis. This approach allows a reduction of up to 40% in administrative tasks. The administrator can address the essential tasks and is released from the pure routine activities.



Integrated case management

Human activity control events

The administrator is in control of the case management at all times. At the same time, the focus is on the case itself and not on the process as such; each case can be different and distinct from each other. For this purpose, workcase management provides a “tool-box”, which can be used at the sole discretion of the administrator.

This means that workcase management is also distinct from workflow solutions which require a particular process. Defined processes are only initiated for individual operations which always run for the same routine (e.g. payments, agenda items etc.), in order to reduce the burden of the administrator.

Complex cases

Workcase management is suitable for supporting the processing of complex cases. This can be found wherever the processes are not repeatable and modelling is not possible. The characteristics

of these cases are “one-stop” case management, the allocation to a (natural or legal) person and the control and decision-making by the administrator.

Modular structure – highly integrated

The workcase management can have a completely modular structure. The individual modules can easily be substituted. The customers’ existing systems can thus be directly integrated into the solution. The sector-specific functions are appended to the solution as

additional modules. This allows the use of this solution for several sectors involving the same basic solution (partners, accounting, document management etc.). a (natural or legal) person and the control and decision-making by the administrator.

Our experience

This workcase management approach has already proved itself on the market. ELCA has realized and implemented solutions based on it in the tax and insurance field. Our specialists have proved that the specifics of each industry can easily be and costeffectively realized through this approach. What is more, the solutions were completely integrated into the existing infrastructures.

TCS

The application allows the complete administration of claims in the various insurance fields.

Groupe Mutuelle

The application allows the complete administration of claims and

payments (daily allowances, pensions, capital returns etc.) in the various insurance fields (accident insurance, health insurance, general insurance).

Service des Autos VD (Vaud Canton Automobile Service)

The application allows the administration, monitoring and execution of all administrative measures (cancellation of driver’s licence) related to road traffic.

Swiss Compensation Office (ZAS)

The application allows the automated processing of the invalidity insurance cases of Swiss citizens abroad.

ELCA

ELCA is a leading Swiss provider of services in the field of software development, systems integration and business consulting, with over 360 employees and a network of offices in Zurich, Lausanne, Bern, Geneva, London, Paris and Ho Chi Minh City. Insurers and health insurance companies are some of our most important customers. As an implementation partner to its customers, ELCA com-

bines lean project and cost management with great knowledge in the field of software technology, systems integration and business processes. Partnerships with leading technology suppliers such as IBM, Oracle, HP, Microsoft, Documentum and others round off the company’s range.

IT-Solutions by ELCA

www.elca.ch

ELCA Informatik AG
Steinstrasse 21
P.O. Box 9470
8036 Zurich
Switzerland
Phone + 41 44 456 32 11
Fax + 41 44 456 32 00

ELCA Informatique SA
Av. de la Harpe 22-24
P.O. Box 519
1000 Lausanne 13
Switzerland
Phone + 41 21 613 21 11
Fax + 41 21 613 21 00