# CIVICA

ideas into action

# [ Case Management

Helping organisations
of all sizes manage
cases **better**

Powered by iCasework
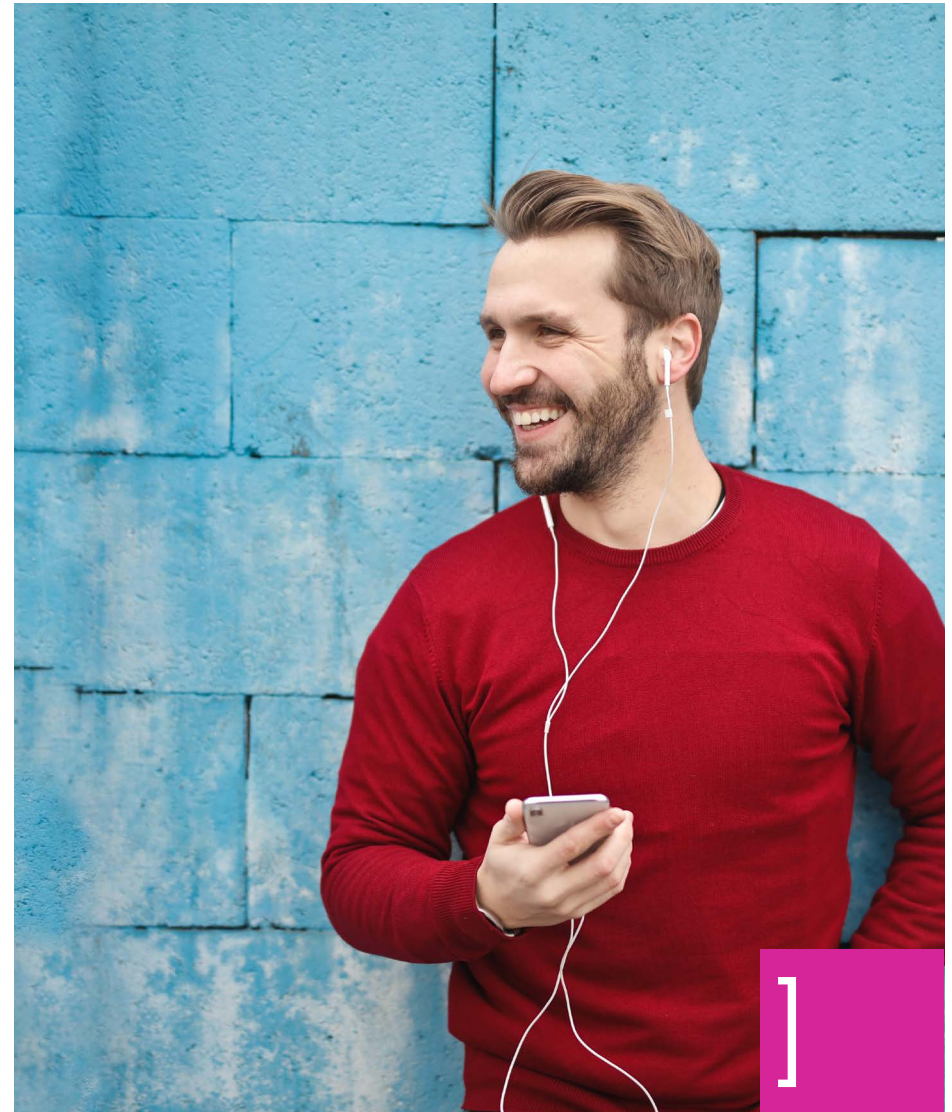
# Contents

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# Introducing
# Civica Case Management

## Improving service performance and case management experiences with an award winning cloud platform.

Powered by the iCasework platform, case teams can capture, manage and report on a variety of case management processes across entire business networks. The platform has a 20-year history of handling cases and can be further extended through our configuration services to fit around the way you work.

Industry and market-specific products enable the solution to be deployed rapidly so that your organisation can adhere to regulations, improve service levels and enhance customer experience.

Civica's Case Management products provide ongoing customer excellence to guide users through processes. Making it easy for users to identify pain points, implement learnings and spend more time on proactive measures to prevent future problems from recurring.

**"**
We were looking for a highly secure and flexible system to support the best outcomes for our customers, while being easy to use for our employees."

**Admiral**

# Products powered by iCasework

### Civica Case Management

Bespoke deployments that help organisations manage specific feedback requirements. Read more

### Civica Complaints Management

Helping service teams comply with market specific regulation and capture, manage and respond to feedback. Read more

### Civica Data Privacy

Capturing and automating case processes and reporting for UK-GDPR and non-UK data privacy regulations.

### Civica Information Governance

Manage and report on Freedom of Information Act, Environmental Information Regulations and Subject Access request.

### Civica Employee Relations

Helping internal teams manage employee cases in line with company policy and within target timescales. Read more

### Civica Legal

Automating file and case management, debt recovery, time recording and billing for private and public legal practices. Read more
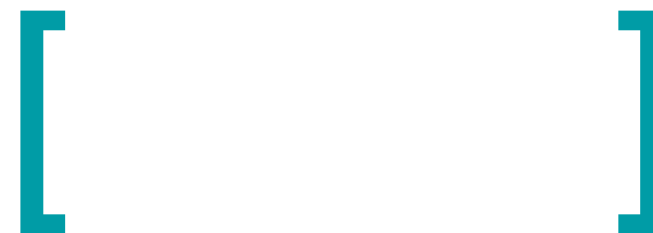
### Civica Registrations

Helping local public service registration offices to manage deaths, births and marriage cases effectively. Read more
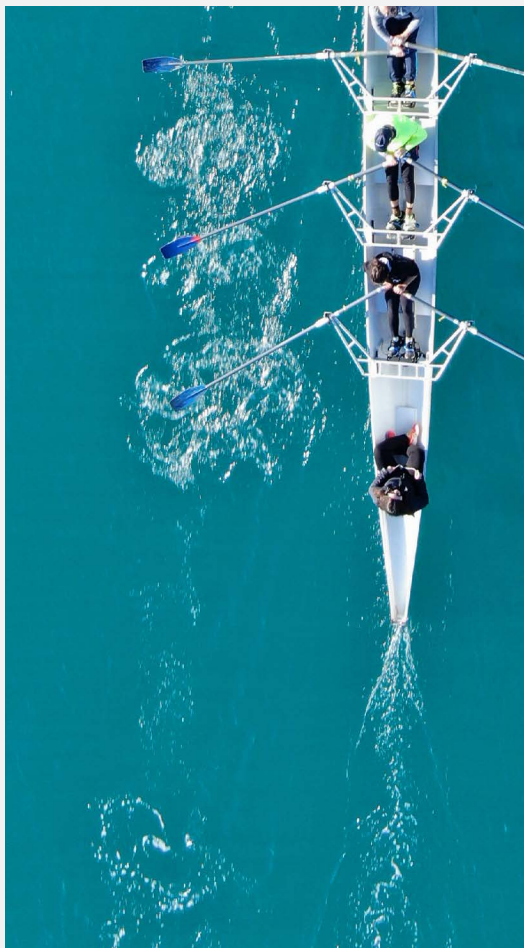
### Civica Coroners

Workflow automation for coronial jurisdictions, helping them comply with the Coroners and Justice Act. Read more

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# Key features available

> " Previously, we collected feedback using paper forms, notebooks and spreadsheets. We knew there were limits on how much, and how reliably, data could be collected in this way."
>
> **Christian Aid**

## Information capture

To ensure consistent information, data capture provides built-in, responsive forms for desktop, mobile, voice and inbound email and document automation.

## Case management

Simple, guided case flows with alerts help ensure timelines are met, whilst secure case chat, email and call handling enable collaborative case handling. Comprehensive task management, dynamic search and filtering, flexible document handling, clear escalation tracking, and visual timeline put caseworkers in control.

## Communication management

Automates communication flow including internal approval and delegation processes, delivery of letters, email and SMS to ensure timely communication. Content can be dynamically produced using case details.

## Redaction

Civica Case Management provides a fully featured PDF annotation and redaction tool. This allows PDFs to be annotated and redacted from the Documents tab of a case.

## Analytics and reports

Provide interactive dashboards, an extensive report library and adhoc report design tools with full drill-down support. Reports can be delivered daily, weekly, monthly or quarterly reports to your mailbox in a variety of formats, including HTML, PDF, CSV, XML, Rich Text (Microsoft Word) and Excel.

## Integration

Extensible REST API supports push and pull interfaces with standard connectors for Single Sign-On (SSO), SMS, email and voice channels. Use step-by-step guides to enhance further your system, such as connecting to your chosen CRM system or BI platform.

## Multi-lingual correspondence templates

Gives case handlers the ability to correspond by email or by letter in the recipient's own language.

# Benefiting case workers

## Secure and scalable SaaS platform

20 years in the making, our platform provides real-time scalability, failure resilient services. It is designed to operate at a level of security difficult for most in-house operations to match.

## Easy to use

Browser based and accessible on any device. Users can see only those features they have access to and that have been enabled - ensuring a clean and simple to use interface providing many time-saving features.

## Self-service portal

Empower stakeholders to register and manage their case workers online. Users can choose to log new issues, track existing ones or escalate as appropriate.

## Easy to configure

A vast array of wizards and preference screens allow staff to manage the system efficiently on an ongoing basis. Changes to input forms, correspondences templates, SLAs, outcomes and many other areas of functionality can be achieved with minimum training.

## In the cloud

iCasework is cloud-enabled, so you don't need to worry about infrastructure or hosting costs. Built on Amazon Web services, all Civica Case Management solutions are quick to set-up and easy to expand.

"The system has become an invaluable tool for HMCTS to record and manage incidents and produces us with management information which helps drive continuous improvement across the business."
**Her Majesty's Courts and Tribunals Service**

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# Cloud products to streamline cases and processes

Civica are a trusted cloud partner for over 3,500 customers around the globe. Our case management solutions manage and process over 8 million cases every year, ensuring teams can be as productive and effective as possible.

## Civica Case Management by numbers

**We work with:**

### 200+
clients across private and public sectors

### 6 continents
where clients have deployed our products

### 85%
customers who actively promote our products

**Every year we:**

### 8m+
Process over 8 million cases worldwide

### 200,000
Support over 200,000 users

### 80m+
Process over 80 million transactions

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# Customer feedback

" Civica was the perfect partner for this project The speed of delivery was absolutely remarkable.

" The team has been fantastic. We have received nothing but friendly and helpful support.

" We have a fuller understanding of cases which will help us build on improved services for all customers in the future.

" The platform provided us with a solution for the current situation, but also has the potential to continue to be relevant and support the voluntary community sector.

" We were looking for a highly secure and flexible system to support the best outcomes for our customers while being easy to use for our employees.

" It has enabled us to streamline many of the business processes involved in delivering the service and is enabling more insightful decision making.

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# CIVICA

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## Get in touch

We help organisations use digital technology and automation to sustain and improve vital services, achieving the following key outcomes for our customers in response to social, demographic and economic pressures.

To find out more about Civica Case Management and book a tailored demo, contact us today.

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