CIVICA
ideas into action

Case Management

Seamlessly transform management of all your case types

Do you struggle visibility of your cases for both handlers and management? Are multiple systems use fragmenting the process? Have you failed to comply with mandated response times for GDPR or FOI requests? Do customers complain about delays in handling their enquiries?

Our cloud-based Case Management solutions automate processing and streamline decision making for a wide variety of case types, including:

- Complaints Management
- Data Privacy
- Information Governance
- Employee Relations
- Legal
- Coroners
- Registrars

Our flexible platform allows custom workflows to aid any case type.

"With a flexible solution like Civica Case Management, you've got scope to adjust and adapt. A large part of why we chose Civica as a partner is that they can help us embrace change and keep enhancing the way we work."

Matthew Davies, Consumer Affairs Manager, NHBC

Case management

Having all your cases in one place improves caseload management and collaboration. Workflows define next actions, escalation options and timeline reminders to remain compliant

Information handling

Capture, manage, respond to and report on feedback from across your business network including complaints, queries, suggestions, compliments and social media comments.

Communication

Manage case-related documents and correspondence within a single cloud-platform. Automated templates ensure consistent & compliant communications, helping to bring satisfactory resolutions.

Visibility

Advanced reporting brings vital intelligence to business decision making helping improve resource allocation and client outcomes. Improving the quality of the services and functions of the organization, as a whole.

Improve service efficiency, meet deadlines and aid compliance.

Key takeaways

1 Improved service delivery

2 Enhanced customer experience

3 Simplified regulatory compliance

6M+

More than 6 million cases managed globally each year

Learn more:

civica.com/casemanagement

Contact email:

casemanagement@civica.co.uk

Civica

- We have 25+ years' experience of implementing digital workplace solutions for organisations of all sizes in both the public and private sectors

- Helping more than 3,500 organisations make every day better with cloud technologies

- We can rapidly configure new solutions with no need for lengthy bespoke development

- A fully browser-based, responsive design optimises the experience on any device for customers and users

- The platform underpinning our case management solutions is mature, secure, and scalable, and accredited under ISO 9001 and ISO 27001

- Delivery of SaaS solutions removes the need for you to procure, install and manage hardware; and ensures scalability

- Your data is kept private using single-tenant database schemas, and protected through regionalisation

Why Civica Case Management?

Civica's Case Management products help automate, manage, and report any case type.

Our industry and market readily configured products enable the solution to be deployed rapidly so that your organisation can adhere to regulations, improve service levels and enhance the customer experience in a consistent and timely way

Built on the Civica Case Management platform, powered by iCasework, the solution provides:

Higher quality of service

Improved customer communications and user experience leads to better outcomes.

Consistent workflow

Streamlines processes, ensures consistency and supports regulatory compliance

Improve efficiency

Reduce time, effort to process and manage cases, freeing handlers to focus on cases with a 'right first time' approach to case handling

Reduced workload

Reduced admin workload for contact centre staff through automation and customer self-service portal for status updates

Extensive analytics

Extensive analytics to monitor process performance and identify opportunities for refinement

Advanced reporting

Real-time dashboards, along with preconfigured and custom reporting provide intelligence for informed decisions.

Flexible and adaptable

Continuous improvement enabled by low code / no code solutions that are quick and easy to reconfigure to your changing business needs.
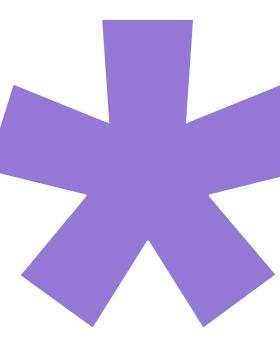
Intuitive SaaS

Cloud based Software as a Service means always available, up-to-date & secure. Simple-to-understand and easy-to-use interface and workflows, requiring minimum training.

Find out more

Find out how Civica Case Management can integrate into your systems and help your teams do more.

Visit us online or email us at casemanagement@civica.co.uk

Learn more:

civica.com/casemanagement

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