

CSE Customer Portal

A single window for collaboration, information and services delivery

Business Challenges

While it is clearly a common goal of CSE services providers to ensure the support of the children, it is the Custodial Parents (CPs) and Non Custodial Parents (NCPs) that are the primary participants in the child support process. Their interaction with the CSE Agency is of critical importance to the success of the service delivery.

Address key customer concerns:

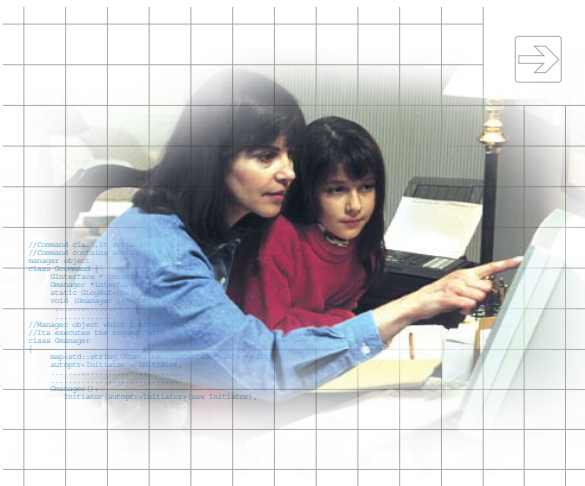
- Can CPs/ NCPs apply for services online?
- Can the CSE Agency easily communicate with CPs/ NCPs through channels such as notices, forums, instant messaging, and live help?
- Can CPs set up Direct Deposit for remittances from OCSE?
- Can CPs/ NCPs view the financial details and history on their cases?
- Can participants provide anonymous tips, information on hard to locate NCPs?
- Can CPs/ NCPs schedule and manage their appointments with OCSE?
- Can CPs/ NCPs provide their updated personal information online?
- Can NCPs calculate and view their support obligations?



Protech introduces CSE Customer Portal

The CSE Customer Portal bridges the information divide that can exist between caseworkers, custodial and non custodial parents improving the service delivery capability of the CSE Agency. The rich collaborative features brings the CSE Agency closer to the community it serves. The portal provides a range of features through which the CSE Agency can:

- Receive online applications for services
- Provide collaborative tools - live help, messaging, forums
- Enable CPs/ NCPs to estimate support obligations online
- Enable CPs to setup Direct Deposit for remittances
- Provide financial details and history on cases to CPs/NCPs
- Gather anonymous tips, information to assist in locating NCPs
- Schedule and manage appointments with CPs/NCPs
- Gather updated personal information online from CPs/NCPs



Protech Solutions is a **CMMi Level 5** Information Technology company specializing in innovative design and development of federally certified child support automated systems. The evolution of child support systems focuses on usability and new technologies as represented by Protech's suite of products that provide a framework for the next generation of child support systems, CSEnext®. Our world-class infrastructure includes development centers in the US and India with sales offices worldwide.

