

Business Challenges

Business processes and business rules change; information is dynamic. Open communication, and interactivity contribute to effective and efficient case management. The key challenges are responding to changing business processes and integration needs while effectively managing information.

Common concerns faced by caseworkers trigger questions such as:

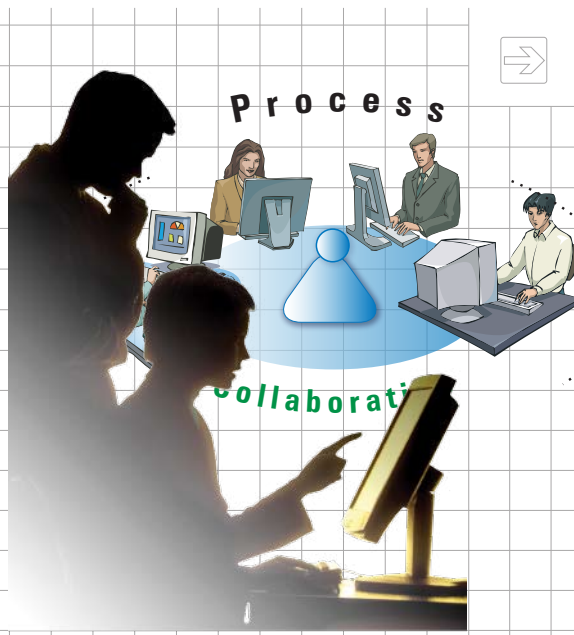
- ▶ Is there a way to reduce the time and iterations required to complete a single, simple task?
- ▶ Why can't I view a comprehensive history of all actions on a case in a single place?
- ▶ Can caseworkers discuss and collaborate with other caseworkers and supervisors about an activity or case?
- ▶ Is there a process history that caseworkers can refer to for information on how other caseworkers handled similar, difficult cases?
- ▶ Can all correspondence on a case – including email, fax, and printed forms be viewed from a single place by a caseworker?
- ▶ Can caseworkers selectively print forms?
- ▶ Can caseworkers override task sequences in a pre-defined business workflow?
- ▶ Can caseworkers execute workflow activities in parallel?
- ▶ Can caseworkers review activity timeframes against a baseline as in a project plan?
- ▶ Can caseworkers record collaborative notes and attachments at any stage of an activity?



Protech introduces CSE Process Dashboard

The CSE Process Dashboard integrates dynamic business process management, an enterprise application integration engine, and collaborative tools with a rich user interface. Features that enable caseworkers to achieve new levels of productivity:

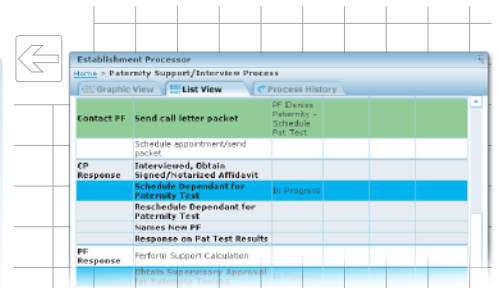
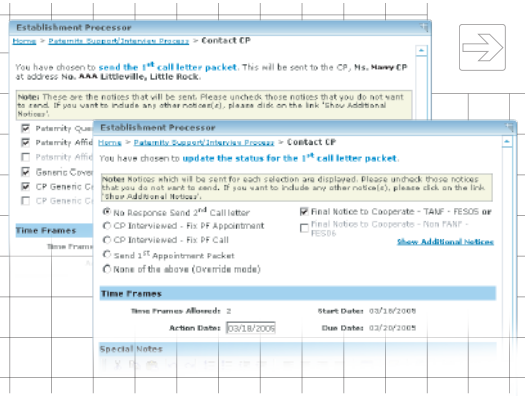
- ▶ View all data in a Rich User Interface –seamless user environment featuring dockable, dynamic panes and tabs. Organizes data and business functions intuitively and unifies crucial elements of a business process into a single interface
- ▶ Control all tasks from activity home page – monitor and control task progress – select from List View, Graphic View, Plan View, and Process History
- ▶ Record actions using an easy forum format – select results, attach notes or documents, then post
- ▶ Synchronized views - Graphic View to display task sequences; Plan View to monitor task progress with reference to case processing timeframes; Process History to access all posts relating to a case
- ▶ Use *Task Overrides* and *Parallel Tasks* functionality to expedite activity completion
- ▶ Intelligent, dynamic panes present context sensitive actions, enabling users to start/update tasks without navigating through multiple screens
- ▶ A powerful Task Management system controls allocation of tasks to workers and manages caseworker load
- ▶ The Calendar and Scheduling system manages schedule of caseworkers, labs, legal reviews and hearing dates, with configurable messages and reminders
- ▶ The Advanced Search features enable easy retrieval of task information, discussions, forms and legal documents



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.

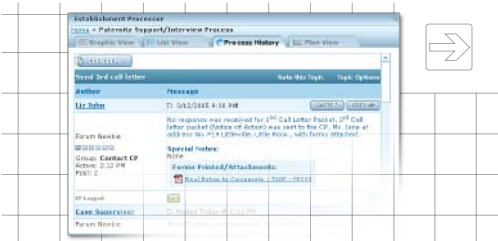
Start and Update Tasks - Easy as Posting to Forums

- Business Process Flows orchestrate the sequence of activities and results
- Relevant case information such as participant name and address is automatically updated
- Timeframe information associated with each task is also updated upon posting
- Forms to be generated are automatically identified and listed to allow selection by the caseworker. Optional, additional notices can be selected by the caseworker
- A rich text box allows addition of special notes, or information entered by the caseworker
- The last post pane appears on task updates to show the last activity performed by the caseworker. Forms printed and generated can be accessed quickly
- The dynamic, context sensitive panes enable entry of all supplemental information relating to a task in one easy step - schedule appointments, record lab results, or select alternate activity and record in one screen



Track Activity Progress

- Views are color coded to clearly identify active tasks and completed tasks
- Result of each completed task and the next task initiated is shown
- Action start date, due date and the time spent in each task
- Synchronized multiple views - Graphic and Plan View offer different display perspectives
- Graphic View shows the present status and the sequence of activities performed by the caseworker as a diagrammatic flow. Easily identify results and sequence of tasks
- Plan View shows progress of various activities in a Gantt chart - monitor progress



Build an Information Repository - Process History

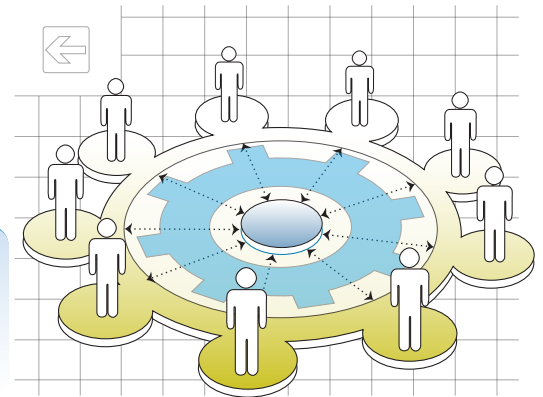
- All posts, discussions, forms, and information are recorded in the Process History repository
- Each activity started/updated by the caseworker is posted to the repository
- Discussions between caseworkers are recorded and threaded under each topic
- Powerful search function enables quick retrieval of posts
- Forms printed are attached to the post and can be easily retrieved

Dynamic Workflows

- Flexible business rules engine enables selection of parallel and out-of-sequence tasks
- Caseworkers can bypass the sequence when required to speed up the process
- Any task can be selected to override the normal sequence
- Tasks can be started in parallel to speed up activity conclusion

Schedule and Manage Time

- The Personal Scheduler can be used to fix times for review of specific tasks. Also can be used to create self-defined alerts for time management
- Daily View, Weekly View and Monthly View of schedules
- Quickly add appointments, tasks, and events with date, duration, participants, location



Manage Tasks

- Priority based, graphical views of tasks - by functionality, date due, worker assigned and supervisor assigned priority
- Load Leveling - to manage task allocation among caseworkers, teams, offices or work units
- Calendar views of messages, to assess the tasks on hand in perspective to other caseworker tasks. Personal folders to store alerts / task information
- Collaboration tools - Live-help, and instant messenger services to communicate with supervisors and colleagues on ideas to handle cases and manage tasks
- Drill downs to navigate from task list to forums
- Tools to create annotations on messages and a forum interface for discussion of tasks with other caseworkers
- Task aging reports for personal work management and supervisory review

