Case Management Solutions from Equiniti

Equiniti's enterprise-wide case management platform is an incredibly flexible and comprehensive application that can be configured to automate and control a vast number of complex business processes.

Whether the application is case, complaint, grant, investigation or claim management, our customers get a solution that is fully tailored for their purposes, as well as access to a huge number of unique system features and off-the-shelf functionality.

Key Features include:

Highly Flexible Configuration

Graphical interfaces allow for simple and straightforward creation of, and amendment to, a wide variety of workflows.

Contextual data entry allows multi-skilled staff to handle multiple case types from the same application.

Configurable business rules and data validation provides both warnings and mandatory indicators to guide the user through the data capture and case management process.

Seamless Integration

Our integration toolkit allows many different types of interface to be created as appropriate to the individual requirements and circumstances.

Custom and third party content can be embedded within our solution, allowing seamless integration with third party systems and enabling data exchange as an integral part of the case lifecycle.

Integrated document storage capabilities are linked to a case or individual and provide a full auditable history within one application, removing the need for multiple systems.

Our customers get a solution that is fully tailored for their purposes.

Comprehensive Reporting and Notifications

Real time dashboard reporting ensures that managers and team leaders are better able to make rapid decisions based on live data.

Scheduled reporting and powerful MI/RCA capabilities allow customers to mine a huge depth of high quality information that team leaders and managers can use to assist with trend analysis, work monitoring, setting strategy and gaining business insight.

The proactive notification engine can highlight problem areas/ root causes/ potential breaches so that they can be actioned before they become significant issues for the business.

Workload Management

Inbound communications from all channels are managed, triaged and allocated swiftly and easily whilst the outbound communication capabilities can be automated via email and supported by document generation.

The Timeline function allows users to visualise a full case history, including the individual steps, key milestones and documents, making it easier to quickly understand a case and assess the steps already taken in addressing the issue, as well as any upcoming tasks or activities, resulting in service breaches becoming much less likely.

Managers are able to rapidly, visually assess bottlenecks and spare capacity within their teams through diary "heatmaps" which will make operations significantly more efficient and less likely to breach service levels as they can dynamically reorganise work to match the available capacity.
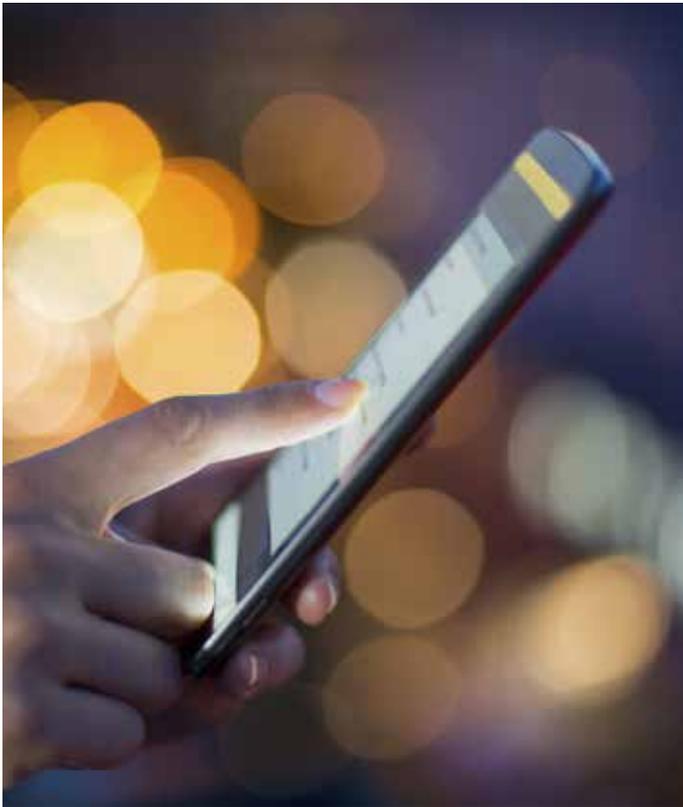
Equiniti has been working alongside public and private sector organisations for over **20 years** to help them improve their business process operations.

Why Equiniti?

Equiniti has been working alongside public and private sector organisations for over 20 years to help them improve their business process operations, with particular emphasis on keeping highly regulated industries compliant with both legal and best practice requirements. Our business is built on an ethos of partnership with our customers with "ease of doing business" as a key mantra which has led to strong customer reference-ability and retention.

Equiniti's consultancy teams are experts in delivering highly efficient, fully customised and compliant solutions to tight timescales, and our proven project methodology has resulted in our successfully implementing large scale systems into many complex IT environments.

Our Case Management platform has been built with ease of implementation in mind with the design engine created to allow customers to make their own changes or updates to configurations, thereby reducing ongoing costs and providing flexibility and greater control on future changes. Multiple environment management and sandbox features also make it easier for the impacts of changes to be properly assessed and promoted to the live environment in a controlled manner, significantly reducing the costs associated with managing multiple environments.

Summary

Proven and stable platform used by some of the largest public and private sector organisations in the UK.

Highly configurable workflows that automatically adjust based on the criteria selected.

Full integration with other core platforms, including the ability to embed data from other systems within the case management platform.

Proactive alerts that reduce the risk of breaches and automatically identifies any irregularities.

An intuitive and streamlined user experience that reduces training needs and maintains a high level of data quality.

Comprehensive reporting and real time dashboards save time and improve decision making.

Experienced consultants and proven implementation methodology reduces the risk inherent in large scale system deployments.

Get in touch

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