

CGI Advantage[®] Case Management

Transforming processes through greater efficiency



Experience the commitment[®]

Traditionally, state and local governments that manage cases, files, applications, claims or registrations as part of their business have relied on manual processes that are labor intensive, costly, slow and difficult to change in response to evolving needs.

CGI solves the challenge

CGI Advantage Case Management automates and transforms processes for creating and managing cases to improve efficiency, flexibility and customer service. Integrated with CGI Advantage ERP, this flexible, web-based solution provides workflow automation, document management, party management, collaboration, and risk and performance reporting capabilities bundled together in a business administration engine.

CGI Advantage Case Management supports unique public sector business rules and processes while providing flexibility to meet client-specific business automation needs without the risk and expense of an IT development effort. Every word, field and screen is configurable to address existing and changing business rules.

Optimized and integrated workflow capabilities

CGI Advantage Case Management provides out-of-the-box integration with commonly requested workflow requirements including:

- **Contracts Management:** Provides the ability to collaborate on the creation of solicitation documents and RFP attachments, receive solicitation responses, evaluate vendors against custom evaluation templates, and collaborate on the creation of Master Agreement Documents based on standardized templates. This feature is repeatable, auditable, efficient and integrated with CGI Advantage Financial Management.
- **Grievance & Incident Management:** Provides the ability to initiate grievances in CGI Advantage HRM and then use workflow to evaluate the situation and collaborate with peers using defined templates for correspondence. For complex cases, the solution provides the ability to schedule hearings or mediation sessions and record input from participants for a seamless and fair process.
- **Discipline Management:** Provides the ability within CGI Advantage HRM to manage formal Performance Improvement Plan processes and record, track and manage employee disciplinary actions. This process helps improve difficult employee performance, reduces management effort and litigation while ensuring events are tracked by employees for the duration of their employment.



BUSINESS ADVANTAGES

- **Complete solution:** Provides comprehensive functionality to create and manage cases using industry-standard technology including workflow automation, document management, party management, collaboration and reporting.
- **Adaptability and flexibility:** Configuration engine reduces the need for costly customizations and allows processes to be modified quickly and easily when required.
- **Quick implementation:** Enables an implementation to be prototyped within weeks and then finalized to meet client requirements and expectations.
- **Control:** Provides maximum control over the management of rules, processes and the case management lifecycle.
- **Transparency:** Provides full transparency of case management processes, facilitating analysis, change management, reporting and auditing.

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CGI Advantage Case Management Features

Workflow automation	<ul style="list-style-type: none"> Routes cases to different processes and supports the activities, actions, events and cycles within each process, allowing for both automated and manual procedures as specified by business rules Information is inherited from one stage to the next to prevent duplication of effort in re-keying information
Communication and collaboration	<ul style="list-style-type: none"> Provides exceptional communication and collaboration through automatic system messaging, e-mail and content management publishing to ensure stakeholders are well informed throughout the process Built-in capabilities support team work, collaboration and information sharing
Document management	<ul style="list-style-type: none"> Generates documentation (templates, forms, reports) through integration with MS Word and the ability to set approval cycles, expected receipts and reminders associated with document generation Stores scanned images or digital formats
Decision-making	<ul style="list-style-type: none"> Tools assist with planning and case coordination Automates decision trees
Party management	<ul style="list-style-type: none"> Provides powerful contact, client and relationship management capabilities Collects and stores contact information, including contact types and relationship types, and automate business rules associated with parties
Reporting	<ul style="list-style-type: none"> Real-time standard, customized and ad-hoc reporting provides workload and trends analysis, as well as performance reporting all integrated through CGI Advantage Reporting

“The Human Rights Tribunal of Ontario’s primary role is to provide an expeditious and accessible process to assist parties to resolve applications through mediations and hearings. CGI’s case management solution is critical to our ability to deliver on this mandate.”

- David Draper, Executive Director, Human Rights Tribunal of Ontario

ABOUT CGI

For more than 36 years, CGI has operated upon the principles of sharing in clients' challenges and delivering quality services to address them. CGI has 69,000 professionals operating in 400 offices worldwide.

We deliver built-for-government IT solutions that maximize revenue while minimizing costs. As a full-service systems integrator and managed services provider, CGI has the industry know-how, tools and technologies to address business challenges across the public sector spectrum.

CGI's leading ERP solution, CGI Advantage, helps state and local governments improve their back office operations and better serve their citizens with a full suite of built-for-government tools including financial management, payroll, budgeting, human resources management, procurement and grants management.

Whether your goals are to increase efficiency, transparency and accountability, or improve usability and citizen service, CGI has the solution to deliver results.

For more information, visit www.cgi.com/cgiadvantage or email us at cgiadvantage@cgi.com.