



...experience the commitment™



SuitCASE: Advanced case management

WHY CGI?

- 35+ years in business with 31,000 professionals in 125 offices
- 95 federal departments, agencies and crown corporations plus most provincial governments and territories in Canada
- 100+ U.S. federal agency clients and nearly 200 U.S. state and local clients
- Extensive case management expertise from both a business process and information technology perspective
- Deep understanding of policy development, business requirements definition and business process re-engineering
- Leading systems integration and consulting provider
- Global support structure and team
- 9.1/10 client satisfaction score from more than 2,400 signed client assessments
- Rigorous project monitoring resulting in 95% on-time, on-budget delivery
- Committed to world-class service levels with over 98% exceeded or met

Traditionally, organizations 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's SuitCASE solution automates and transforms case management, driving efficiencies, flexibility and enhanced customer service. With SuitCASE, your organization can achieve greater performance with less time, effort and cost.

Business benefits

SuitCASE offers all of the business advantages you're looking for in an automated case management solution.

- **Scope:** A complete solution, SuitCASE handles all common components of a case management approach, including workflow automation, document management, party management, collaboration and reporting.
- **Adaptability:** SuitCASE adapts to your business model, instead of forcing you to adapt. Its configurable engine can address more than 80% of any business model, eliminating the need for costly customization.
- **Speed:** With business requirements defined, a process can be configured and prototyped within a couple of days, no matter the complexity and unique characteristics of your organization.
- **Flexibility:** SuitCASE is highly flexible to address changing business demands. Processes can be modified quickly and easily whenever required.
- **Control:** You don't give up control with SuitCASE. Instead, the solution gives you maximum control over the management of rules, processes and the case management lifecycle. An advanced user can even manage the business administration (business logic) layer of the solution.
- **Transparency:** SuitCASE ensures the full transparency of your case management processes, facilitating analysis, change management, reporting and auditing.
- **Scalability:** With its flexible architecture, SuitCASE can be easily scaled up or down to meet your evolving business demands.
- **Integration:** SuitCASE can be deployed across multiple business units and be configured to handle varying processes and different data models within an organization.

Technology benefits

- Web-based solution (Internet Explorer)
- J2EE platform (open standards)
- Integrated with MS Word and Adobe PDF SmartForms
- Powerful security architecture
- User-friendly interface and business administration platform

SuitCASE features

- **Workflow automation**
 - 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**
 - Exceptional communication and collaboration through automatic system messaging, e-mail and content management publishing to ensure that stakeholders for any process are well informed throughout the process
 - Built-in capabilities to support team work, collaboration and information sharing
- **Document management**
 - Facility to generate all documentation (templates, forms, reports) relating to case processing through integration with MS Word and the ability to set approval cycles, expected receipts and reminders associated with document generation
 - Facility to store scanned images or any digital format received from any source related to case processing
- **Decision-making support and tools**
 - Tools to assist with planning and case coordination
 - A facility to automate decision trees
 - A library of reference materials (policies, procedures, guidelines) available at any time during a process
- **Party management**
 - Powerful contact, client and relationship management capabilities
 - Collect and store all contact information, including contact types and relationship types, and automate business rules associated with parties
- **Reporting**
 - Integrated with Jasper Enterprise Reporting and Crystal Embedded Reporting
 - Real-time standard, customized and ad-hoc reporting to provide workload and trends analysis, as well as performance reporting

Other features include automated bring forwards/reminders, a planning/scheduling/calendaring tool and powerful search capabilities.

Complementary add-on features are also available including unique e-mail, time and billing, content management and client relationship management tools.

ABOUT CGI

At CGI, we're in the business of satisfying clients. A leading IT and business process services provider, CGI has 31,000 professionals operating in 125 offices worldwide.

Working in partnership with clients since 1976, CGI has extensive experience in all aspects of IT management, from consulting and systems integration services to the full management of IT and business functions (outsourcing).

This know-how puts us in a unique position to help clients in the area of case management. Through our expertise and SuitCASE solution, we can drive sustainable, measurable improvement in your case management approach, helping you to achieve superior business performance and results.

To learn more, visit us at www.cgi.com or contact us at info@cgi.com.
