

CGI Advantage[®] Case Management



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

CGI solves the challenge

CGI Advantage Case Management 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/performance reporting capabilities. These features are bundled together to create a unified business system that supports core business needs.

CGI Advantage Case Management manages 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.

CGI Advantage Case Management features include:

- **Contracts Management:** Provides the ability to collaborate on solicitation documents and RFP attachments, receive solicitation responses, evaluate vendors against custom evaluation templates and partner on the creation of Master Agreement Documents based on standardized templates. This feature is repeatable, auditable, efficient and unified with CGI Advantage Financial Management.
- **Grievance and Incident Management:** Provides the ability to initiate grievances in CGI Advantage Human Resource Management (HRM) and use workflow to evaluate the case and collaborate with peers using defined templates for correspondence. For complex cases, the solution can be used to schedule hearings or mediation sessions and record input from participants for a seamless 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



CGI Advantage Case Management benefits

- **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:** Allows for maximum control over the management of rules, processes and the case management lifecycle.
- **Transparency:** Offers full transparency of case management processes, facilitating analysis, change management, reporting and auditing.

process helps improve employee performance, reduces management effort and litigation while ensuring events are tracked by employees for the duration of their employment.

CGI Advantage Case Management Features	
Workflow automation	<ul style="list-style-type: none"> • Routes cases through 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
Party management	<ul style="list-style-type: none"> • Tools assist with planning and case coordination
Reporting	<ul style="list-style-type: none"> • Automates decision trees

Contact us today to learn more about how CGI and CGI Advantage can work for you.

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 tools, including financial management, payroll, budgeting, human resources management, procurement and grants management.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 76,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

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