CASE MANAGEMENT SOLUTIONS FOR THE AGILE ORGANIZATION

"Information is a source of learning, growth and success. But unless it is organised, processed and available to the right people in a format for decision-making, it is a burden not a benefit."

William Pollard, author, physicist, priest.

icon's approach is different. We transform information to meet the needs of each target business user.

FUNCTIONS

- Services covering classic Document Management System (DMS) requirements
- Combination of existing data and content sources
- Business process automation services
- Regulatory compliance services

BENEFITS

- Flexible transaction processing based on comprehensive virtual views of your enterprise-wide information and content
- Independence of interfaces and formats to integrate your content and information
- Ease of use with one-off and re-useable components
- Easy integration with existing systems

INFORMATION IS AN ASSET TO ANY ORGANISATION

Making the right information available to right people, at the right time and in the right format, provides competitive advantage. Doing this, however, may not be straightforward. The sheer volume of information can act as a barrier. As can the diversity of sources, both inside and outside your organisation: business applications, archives, document management systems, mail and file servers, web content management systems, paper sources and, more recently, social networks.

So how does anyone find anything? Employees often have to resort to the protracted sifting of information, switching from one application to the next. This both wastes valuable time and can result in poor decisions. For one of our clients, with 1000 knowledge workers, this lost time had a value of over £4m per year.

Struggling to meet this issue through the combined deployment of Enterprise Content Management, Business Process Management and Enterprise Resource Planning software can prove expensive, insufficiently integrated and, at worst, unworkable.

THE ICON APPROACH

icon/CSP – Content Service Platform – is a content and information management solution which simplifies your information management so your business can extract most value. The solution is enterprise-ready, builds upon your existing investments and provides the fastest return on investment. It is agile to address your changing needs and helps accelerate your business.

A HOLISTIC VIEW OF YOUR INFORMATION

icon/CSP provides a holistic view of cases through:

- fast access to existing sources using ready-made "connectors"
- provision of content to both users and other systems in transparent layers
- the ability to preserve the integrity of existing systems, rather than needing a costly data-migration
- tools to enable you to enhance existing applications with document format conversion, digital signatures and records management capabilities.
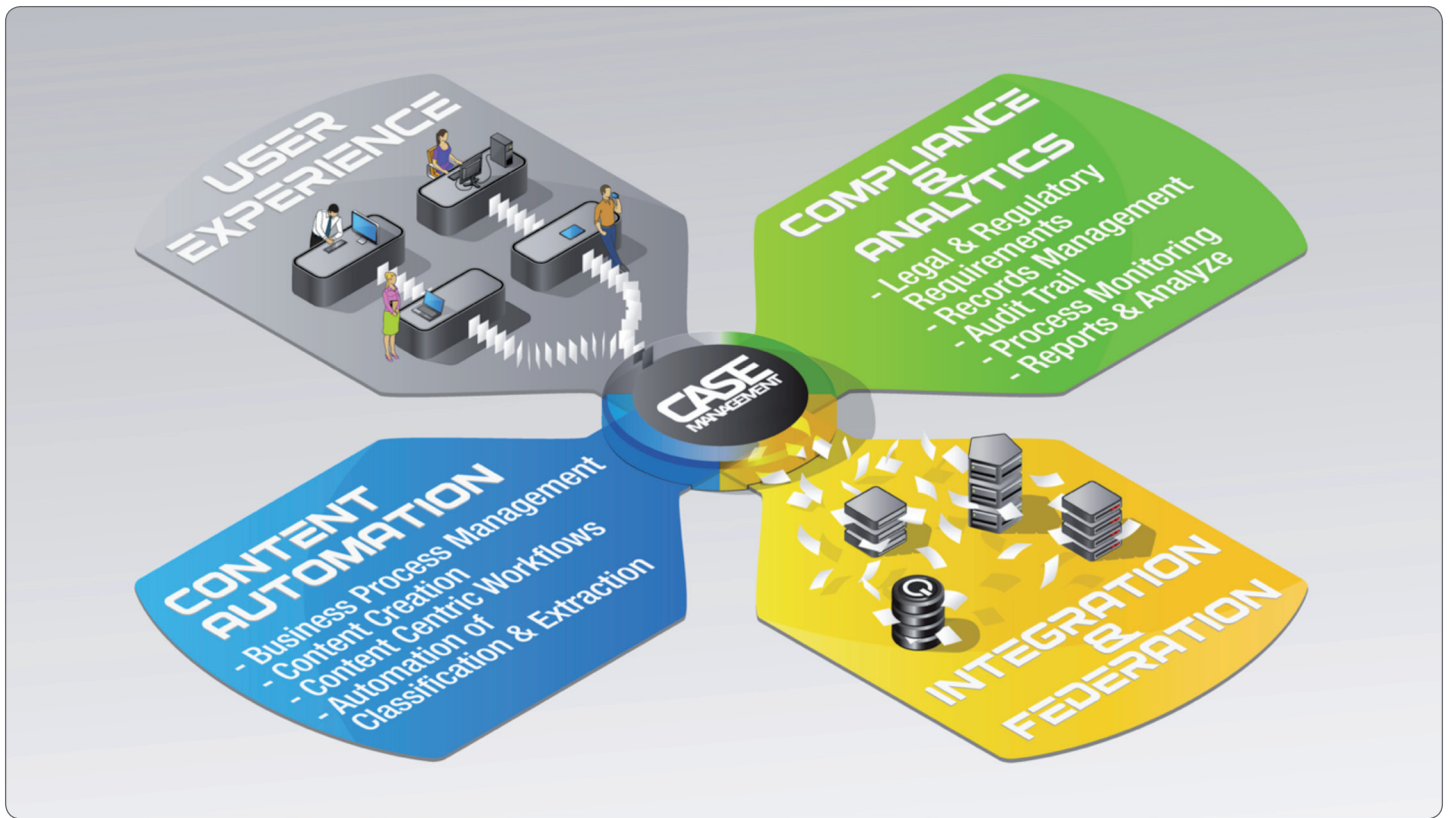
Evolution rather than revolution means "integration without any surprises".

INTELLIGENT, BUSINESS-CENTRIC VIEW OF CASES

You may be undertaking case management for areas as diverse as claims, contracts, loan provision and review, project management, member enrolment, patient on-boarding and care, social services administration, fraud control or more general customer service management. For all, icon/CSP lets you bring all the necessary documents, processes, tasks and data together into a consolidated view and supports your case management lifecycle.

TARGETED INFORMATION MANAGEMENT

The end-user experience can be tailored to your departments' and users' needs. icon/CSP permits the widespread use of new functionality in business applications on different plat-forms through the use of open-standards components (based on AJAX, .NET and JAVA) and other components (e.g. Sharepoint Webparts).

icon/CSP's four Case Management sub-systems

MAKING WORK REALLY FLOW

icon/CSP provides a sophisticated way in which incoming documents can initiate a business process, be enriched with the relevant process information, then be securely archived with a full business process audit trail.

Doing this digitally leads to faster turnaround and throughput, reduced paper storage and increased security. icon/CSP supports the detection and extraction of information from unstructured documents, making it available to targeted business users and processes, or more extensively (e.g. transformed into structured data) throughout your business as required.

OPTIMISATION AND COMPLIANCE

icon/CSP helps you improve levels of regulatory compliance, while tracking your business processes and functions using Business Activity Modelling and Analytics tools. It supports you in the roll-out of new processes. It provides verification, integration and retention of digital signatures. It support storage of documents in revision-proof formats and/or archives along with the history of the processing to which they were subject.

ICON LETS ORGANISATIONS GET THE MOST FROM THEIR INFORMATION

icon provides robust, industrial-strength solutions to your Information Management needs whether document and content creation, case management or output related.

These include icon/CSP, discussed above, and the award-winning icon Suite for your wider business communications needs. Established in 1995, icon is now trusted by 70% of the 30 largest insurance companies in Germany, the largest direct bank in Europe and Europe's largest automobile club. We are now ready to put this experience and expertise to work for UK businesses.

Contact us at info@icon-uk.net to find out how we can make icon/CSP work for you.

LEADING ENTERPRISES TRUST ICON

- 70% of the 30 largest insurance companies in Germany
- Europe's largest direct bank
- Europe's largest automobile club

WHY ICON?

Since 1995 icon Systemhaus GmbH has been offering comprehensive customer correspondence solutions to prestigious insurance companies, banks, energy companies and industries. The icon Suite covers the complete range of high volume, individually oriented, interactive and process-integrated functionality. It is used for the most sophisticated business communications.

icon Suite is far more than just a solution for your correspondence. The icon community is a strong network of experts. It consists of customers, partners and specialists who work closely together to continue to improve icon Suite. icon currently has over 100 highly qualified specialists between Germany and the UK.

YOU WANT TO KNOW MORE ABOUT ICON/CSP?

Simply call us at +44.(0)203.150.1081 or send us an Email at info@icon-uk.net.
Our experts can assist you personally with the possibilities and advantages of icon/CSP.

www.icon-uk.net