

# IBM Case Manager by Prolifics

To optimize their operations, many companies are striving to improve the way employees solve complex business cases. Often overwhelmed with a greater variety and volume of information, knowledge workers are forced to search through multiple systems to find exactly what they need. When a process is well-defined, each step is enforced by rules or processes. However, many cases can't be solved by rules and need a knowledge worker's judgment to make decisions in the process. With such complex caseloads leading to many different outcomes, it's important that the right information is easily accessible so that each employee is equipped with a complete view of the case.

**IBM Case Manager** provides an integrated, holistic approach to advanced case management, allowing businesses to handle growing and increasingly complex caseloads. The solution's benefits are seen across all industries, optimizing case outcomes in insurance claims, credit card disputes, government benefits, mortgage servicing, fraud identification and resolution, loan origination and more. By uniting information, processes and people, Case Manager provides a 360 degree view of each case, allowing employees to extract more value and insight and make more informed and faster decisions. In addition, by enabling the collaboration and responsiveness required to meet changing industry regulations, advanced case management can set an organization apart in highly competitive environments.



## Benefits of IBM Case Manager

Leveraging IBM Case Manager, Prolifics provides flexible solutions that allow employees to solve complex problems that involve documents, collaboration and processes. With an advanced case management approach, Prolifics unifies an organization's information, analytics, people, collaboration, processes and business rules with a flexible and extendable framework. Deeply experienced in BPM and collaboration processes and products, Prolifics seamlessly integrates IBM software from FileNet to ILOG JRules to manage cases.

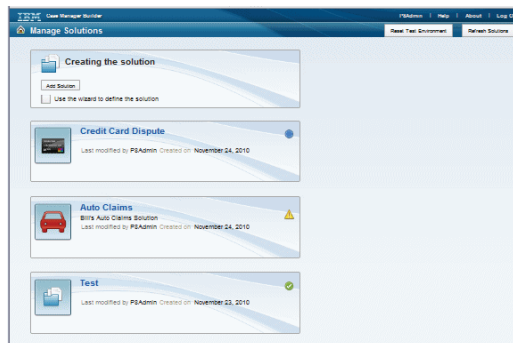
The solution contains built-in frameworks and templates, made up of case management elements such as data models, process models, user interface components, rule sets, and case configurations. These reusable templates, in addition to custom templates, are used to accelerate the deployment of applications.

Advanced analytics tools provide businesses with insight of structured and unstructured information. By allowing a business to look across their entire caseloads and analyze patterns, they gain valuable insight that can be used to optimize casework and improve performance.

To make accurate and informed decisions, case workers should be able to leverage all critical information, as well as communicate effectively with other employees working on the case. This type of collaboration can enhance the case process and provide each employee with the knowledge they need to close a case.

### Components of IBM Case Manager:

- ⇒ IBM Mashup Center
- ⇒ IBM Lotus Sametime Entry
- ⇒ IBM Content Analytics
- ⇒ IBM FileNet Business Process Manager
- ⇒ IBM WebSphere ILOG JRules
- ⇒ IBM WebSphere Integration Developer
- ⇒ IBM WebSphere Process Server



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