

# CAPGEMINI CASE-AS-A-SERVICE MOVES APPLICATIONS TO A MANAGED CLOUD

Fully configurable Case-as-a-Service (CaaS) speeds up deployment and lowers case management costs

## ESSENTIALS

- Potential to reduce cost and delivery times by 20-30%
- Built on fully integrated stack of EMC technology
- Readily provisioned environments provide a secure, scalable, and flexible model for hosting
- Pre-configured design patterns and accelerators decrease time to build and deploy case-based applications
- Extends core case management capabilities with services specific to business needs
- Capgemini Service Desk can be integrated into existing organization Service Models
- Optional services for process improvements and Business Change Management ease deployment
- Highly secure
- “EMC Certified” accreditation

## THE NEED TO DO MORE WITH LESS

Both public and private organizations are under pressure to deliver better service while reducing cost and risk. CIOs recognize that the only viable response is to transform the organization through technology, but options are limited by the need to avoid major capital expenditures, reduce long-term expenses, and avoid contractual lock-ins. Any solution must be up and driving efficiencies in days or weeks, not months or years.

Solutions that can be implemented on a managed services basis through secure Cloud technologies provide a low-risk approach that minimizes both up-front investment and total cost of ownership (TCO), while offering maximum flexibility and rapid time-to-value.

## THE CASE-AS-A-SERVICE APPROACH

The Capgemini Case-as-a-Service solution is a hosted, fully customizable, and comprehensive case management offering based on proven EMC technologies. This revolutionary solution provides state-of-the-art case management as a managed Cloud-based service requiring minimal capital investment and no lengthy procurement processes. Case-as-a-Service offers accelerated delivery, greater flexibility, and a richer user experience at a lower TCO. Thanks to pre-configured business processes and workflows, you can expect to reduce cost and delivery times by 20-30% when compared with traditional case management solutions.

## OUR VIEW OF CASE MANAGEMENT

Many activities in both the public and private sectors can be understood in terms of “cases” and approached technically as a complete information lifecycle within case management.

Examples of cases in the private sector include onboarding customers, managing orders, handling insurance claims, processing service requests, and resolving complaints. Examples in the public sector include citizen registration, police investigations, court cases, social welfare claims, and correspondence management. The case management lifecycle includes:

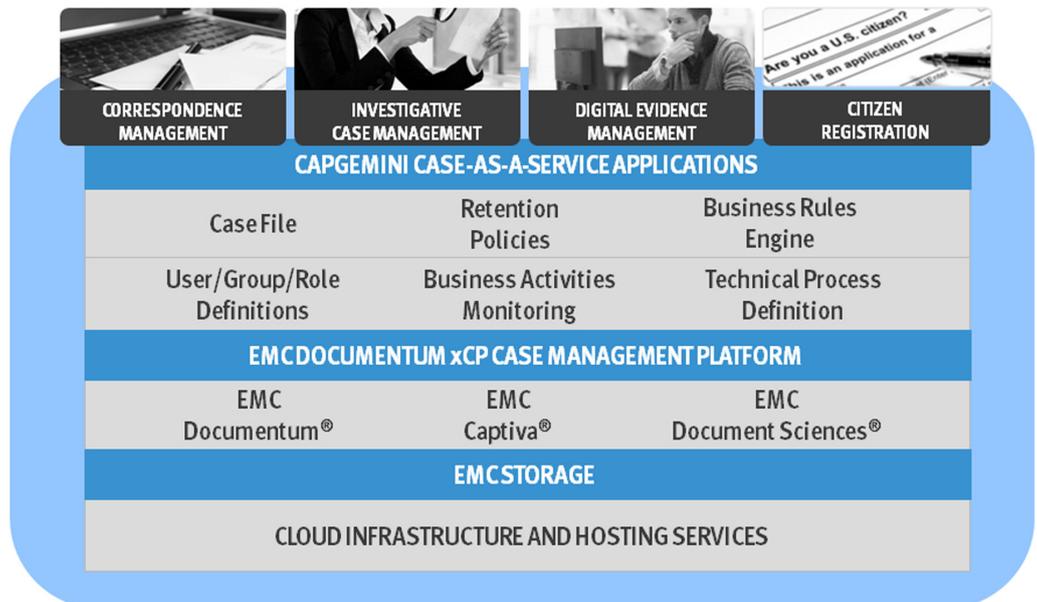
- **Capture:** Gathering information from various sources and in various formats (paper-based correspondence, paper forms, web forms, e-mail, phone calls, etc.), then integrating and storing that information digitally as a single “case”
- **Manage and Process:** Managing, routing, and processing the gathered information to enable rapid case-based decision-making by a skilled individual
- **People:** Bringing together all the information users need regarding a single case, when and where users need it, in a consistent view, regardless of location, device, or point in the process lifecycle
- **Output:** Recording or notifying a decision or outcome, or requesting further information



SOLUTION OVERVIEW



CaaS is a fully-managed service configured to your requirements



Large organizations often support dozens of non-integrated manual and automated processes that could be categorized as “case management.” The advantages of addressing as many of these as possible with a single solution are vital: not only in terms of simplicity and economies of scale, but also in terms of coordinating activities through workflow integration.

## A COMPREHENSIVE SOLUTION

Capgemini CaaS is a fully-managed service: The entire case management lifecycle is hosted, operated, and supported by Capgemini, so the client needs no IT resources to deploy or maintain it. The simple but rich user interfaces are entirely and securely browser-based:

- Secure and flexible hosted environment based on VCE Vblock™ converged infrastructure, with VMware for virtualization, Cisco servers, EMC Ionix for provisioning, and EMC devices for storage
- Proof-of-Concept solutions can be rapidly built and configured to specific business needs. Allows Agile configuration of CaaS applications through user-focused, iterative stages
- Capture of documents based on EMC Captiva®, which converts paper, faxes, and other content into application-ready information
- Case management and processing based on EMC Documentum® xCP, which leverages predefined accelerators and best practices to automate public and private sector workflows
- Output is based on EMC Document Sciences®, which allows rich, personalized, and branded communications that improve client and constituent relationships and perceptions
- Includes pervasive governance with full audit trails and management of records retention

## CASE APPLICATIONS

Capgemini will implement unique case applications based on existing accelerators and the highly-configurable CaaS platform. Typical examples include:

**Correspondence/Complaints Management:** Capgemini has designed a Case-as-a-Service workflow for an organization which receives queries about its services, along with letters of complaint and appeal in unstructured formats. The application provides a standardized process for all incoming and outgoing correspondence, capturing and moving it to a digital

channel where possible, and speeding up processing dramatically. Correspondence is always routed to the right department, and receives the right response. Costs are reduced and errors avoided. Filing requirements are minimal.

**Citizen Registration** (see diagram): Designed for public sector organizations dealing with citizens who register for a service or benefit. The current processes may be fragmented, with a mix of online applications and paper-based activities. With the new Case-as-a-Service platform, digital working practices are introduced and processes become more reliable. Staff are freed from routine administration to tackle more important (e.g. citizen-facing) tasks. The risk of fraudulent claims, or incorrect rejection of claims, is greatly reduced thanks to visibility into all the claims that an individual has made and of their overall position.

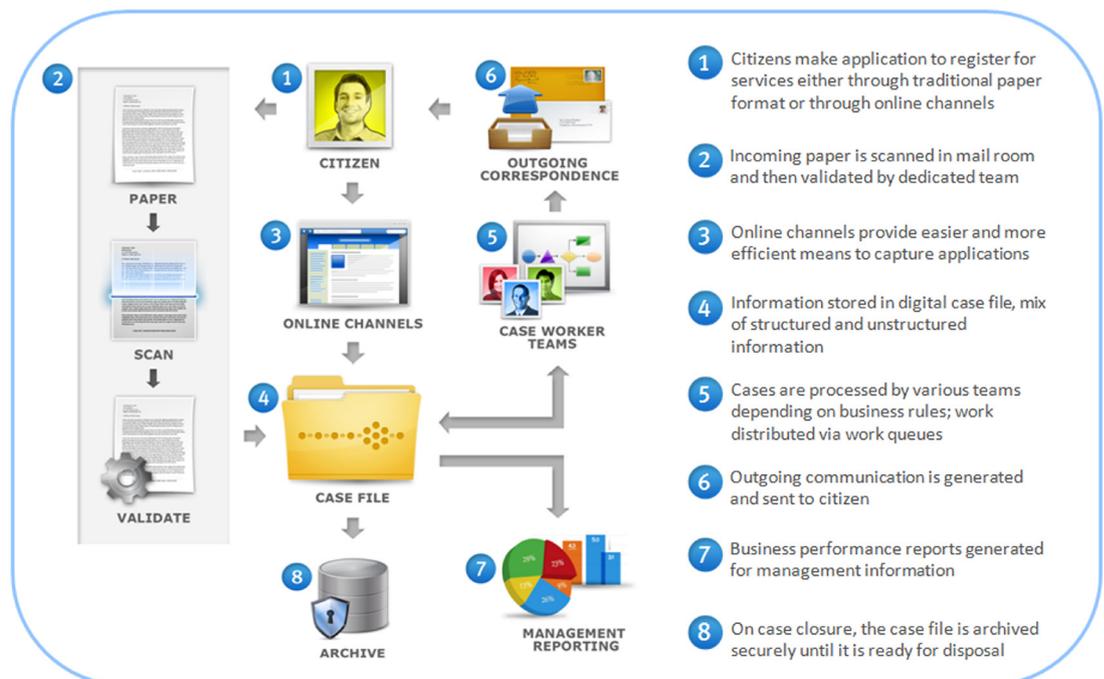
**Investigative Case Management:** This Case-as-a-Service application handles complex workflows for police and investigative units conducting long investigations with large amounts of data and multiple workflows. It replaces legacy solutions which have become outdated, unwieldy, and expensive to operate. With this application, the client not only streamlines existing processes, right through court proceedings and archiving—but gains the ability to respond rapidly to future change.

**Digital Evidence Management:** Public organizations must often gather large amounts of evidence in the form of recorded interviews. This Case-as-a-Service application handles digitization of this information, and automates the process of high-volume storage and retrieval. Eliminates legacy data silos and helps ensure compliance. A typical implementation might be up to 40,000 users handling 20,000 cases per year.

## FLEXIBILITY

Capgemini CaaS offers the flexibility you need to meet the changing demands of customers, clients, citizens, and other stakeholders. Administrators and authorized users are empowered to reconfigure processes, workflows, correspondence outputs, and management information in response to shifting requirements – while strong information governance and security are retained automatically. Since the solution is completely scalable, IT departments can entirely avoid the need to provision hardware or forecast requirements themselves. There are no contractual lock-ins: The service can be scaled down or switched off if needs change.

### Case Application: Citizen Registration





## EMC CERTIFIED SOLUTION

Capgemini CaaS is built on native EMC technologies and carries the “EMC Certified” accreditation. This accreditation ensures tight integration and product roadmap alignment with EMC platforms. It further assures that the complete solution can be integrated and configured based on a client’s business processes and associated enterprise applications. Certified solutions generate rapid return on investment, shortening time to deployment and replacing expensive customizations.

### LEARN MORE

To find out more about this solution, please email [BIM@capgemini.com](mailto:BIM@capgemini.com) and reference “Case-as-a-Service.”

To learn more about how EMC products, services, and solutions help solve your business and IT challenges, contact your local representative or authorized reseller—or visit us at [www.EMC.com](http://www.EMC.com).

## SECURITY AND COMPLIANCE

Capgemini CaaS meets the highest security standards, including defense industry and UK Government Restricted Level information assurance and data protection. The solution provides secure role-based access which supports future process changes.

Compliance features include complete auditability: Every action is automatically recorded, together with information about who took it and what rule was applied. All records can be easily and instantly retrieved.

## BENEFITS SUMMARY

- Increase efficiency and reduce costs – eliminate paper from the system at the point of origin together with associated errors and manual effort
- Standardize case management – address multiple applications with a consistent feel across the organization
- Make staff more productive – case cycle time can often be reduced from months to hours
- Improve service to customers, clients, and constituents – provide better control over cases and allow decisions to be made on the basis of complete visibility of information, wherever it is gathered
- Eliminate the possibility that cases will be forgotten or that stakeholders will fail to communicate
- Keep customers and constituents informed – users can send more frequent (and automated) progress updates in the format preferred by the customer (SMS, email, etc) with branded and personalized content
- Reduce the risk of incorrect decisions, fraud and abuse – gain a complete picture of an individual’s situation and other interactions
- Remove data duplication and inconsistency
- Allow users to access information anytime, anywhere

## ABOUT CAPGEMINI

With around 120,000 people in 40 countries, Capgemini is one of the world’s foremost providers of consulting, technology and outsourcing services. The Group reported 2011 global revenues of EUR 9.7 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want.

A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model. More information is available at [www.capgemini.com](http://www.capgemini.com)

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## ABOUT EMC

EMC Corporation (NYSE: EMC) is the world’s leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC’s products and services can be found at [www.EMC.com](http://www.EMC.com)

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