



Collaborative Case Management

Delivering streamlined, automated solutions for federal, state and local government

The Big Picture

- Manage cases through an intuitive, user-friendly, web-based application
- Reduce paper and speed case resolution through electronic document capture and streamlined, automated business processes
- Collaborate securely within and across agencies
- Deliver faster, more reliable responses to citizens and businesses
- Process, manage, share, and track case information more effectively
- Comply with regulatory mandates
- Archive closed cases electronically to ensure rapid access

For government agencies at all levels, case management is the way in which vital services are delivered. But the traditional approach to case management, which relies on paper-based processes and incompatible legacy systems, can no longer keep up with the case management volume or meet the service expectations agencies face. In fact, the paper case file is a procedural bottleneck. It obscures visibility into or across cases, increases the risk of errors, omissions, and lost documents, and slows decision making.

Typically, agencies have relied on custom developed, data-centric solutions to address case management—solutions that do not scale easily and cannot incorporate unstructured content such as personal identity information and related files. The results are information silos that cannot be integrated with other agency and external systems and make comprehensive search impossibly complex.

That's why today more and more agencies at the federal, state, and local level are turning to Stanley Associates, EMC Documentum and Prodágio Case Management Collaborative Edition (CE) from Imagitek. Prodágio is the only COTS case management solution that integrates domain expertise in government business processes, case management application development, and enterprise content management. Prodágio Case Management CE dramatically reduces the time and risk associated with deploying a comprehensive case management system. It is a unique, best-of-breed solution from three market leaders—Stanley Associates, Imagitek and EMC Documentum.

Accelerating case resolution in grants management, licensing and permitting, and investigations

Built on the EMC Documentum content management platform, Prodágio Case Management CE accelerates the resolution of public sector cases using secure collaborative workspaces to manage the case management lifecycle (CML)—initiate, process, complete. The Prodágio solution integrates content, business processes, and repository services; federated search; and comprehensive reporting to reduce case management cycle time, improve responsiveness, lower costs, and comply with regulatory mandates.

EMC²
where information lives®



STANLEY 



“Based on our experience, organizations implementing Prodágio can achieve a 25% increase in case management productivity while decreasing total cost of ownership.”

Paul Giles - Director
Technology Partnerships

Prodágio consolidates the documents and forms that drive case management in a unified repository that seamlessly manages personal identity information, applications and resumes, enrollment and eligibility forms, policies, memos, correspondence, government documents, faxes; print and digital data streams; and e-mail. With Prodágio, your agency can:

- **Increase effectiveness** with streamlined access to comprehensive internal and external information otherwise lost in silos
- **Improve decision-making** using collaborative workspaces that enable internal and external stakeholders to collectively leverage their experience and expertise when evaluating options
- **Support regulatory compliance** by classifying cases as records, ensuring they remain unaltered for after-the-fact review
- **Boost efficiency** with the use of predefined workflows that automatically route and track cases throughout the case management process
- **Enhance visibility** using real-time metrics that support dashboards, trigger rapid intervention, and deliver transparency through external portals



Stanley Associates—best-in-class implementation, deployment, configuration, and integration services

Stanley Associates, an industry leader in IT services for government agencies, is working closely with Imagitek to deliver best-of-breed solutions and domain expertise in case management. Prodágio Case Management is configured to meet the mission-specific business requirements of agencies in grants management, licensing and permitting, and investigations—all of whom face similar challenges that hamper efficiency and slow response time, such as:

- No single repository for relevant content
- A lack of automated, repeatable business processes
- Information silos that impede access to unstructured content
- Unintegrated legacy systems
- Paper-based files that inhibit parallel task processing
- Reliance on e-mail for workflow and system of record



Prodágio Case Management CE Grants Management Solution

Grant making is a complex process that includes development, submission, award, and management. The process spans an extended timeframe across a broad network of individuals, offices, and divisions. A grant is issued in multiple renditions to various web sites including Grants.gov, the issuing agency's site, and the Federal Register.

With Prodágio CE for grant management, integrated process and content management services reduce the time spent on low-value tasks, insure proper review and analysis, and improve the customer experience. Prodágio is a cradle-to-grave grants management tool that:

- Automates all phases of the grants process with rules-based workflow that ensures appropriate task promotion and escalation
- Manages and measure grants throughout the grant lifecycle with dashboard and audit trail capabilities
- Coordinates electronic submission between multiple submission platforms
- Manages standard grant language
- Speeds development with predefined forms containing standard language
- Generates stakeholder communications
- Supports bi-directional information exchange with citizen and agency portals
- Enables the inclusion of any content type in a digital case file

Prodágio Case Management CE Licensing and Permitting Solution

One of the major services provided by federal, state and local governments is the permitting and licensing of businesses and individuals. From financial and regulatory licensing at the federal and the state level (e.g. banking and insurance) to building and zoning permits at the local level, permitting and licensing is a forms-based activity that requires the assembly of information from a variety of sources—digital and hard copy—before the evaluation of a request can begin.

As applications are reviewed from external sources such as paper applications or Web-forms, case files grow continuously. The analysis and decision phase may involve inter- and intra-agency discussions, on site visits and inspections, and applicant interviews before a decision is made. Case files must be retained and archived to meet regulatory mandates.

Prodágio supports the flow of applicant information with flexible tools that:

- Process and manage any number of licenses, registration, and permit types
- Enable online submission and review of license or permit information
- Automate complex license and renewal processes
- Assign business rules that mimic agency procedures
- Schedule reviews, inspections, hearings, or meetings
- Allow business license type-specific input
- Provide customized reports and quick queries
- Automate event-based processes such as generating e-mail messages or calling external systems
- Create licensing and permitting case types for special inquiries, enforcement actions, or compliance inspections
- Print and send batch notifications
- Manage fee assessment

