Welcome to WfMC Awards for Excellence in Case Management 2015

Presented by Nathaniel Palmer, WfMC
Welcome by Layna Fischer, Future Strategies Inc

Sponsored by
5th Annual WfMC Awards for Excellence in Case Management

Judges:
Fred Cummins          David Duggal          Keith Harrison-Broninski
Dana Khoyi            Tom Shepherd          Marco Brambilla
Karl Walter Keirstead Alberto Manuel        Sandy Kemsley
Nathaniel Palmer (director) Keith Swenson (Founder) Chuck Webster
William A. Brantley   Steinar Carlsen       John Matthias
Dermot McCauley       Frank Michael Kraft    Irina Rychkova
Alexander Samarin     Jacob Ukelson

WfMC Awards Director:
Layna Fischer, Future Strategies Inc

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FUTURE STRATEGIES INC. bpm.com
Assessment Criteria

• **Innovation**
  – Innovative use of Adaptive Case Management to solve unique problems
  – Creative and successful implementation of advanced ACM concepts
  – Level of integration with other technologies and legacy systems
  – Degree of complexity in the business process and underlying IT architecture

• **Implementation**
  – Successful Case Management implementation methodology
  – Size, scope and quality of change management process
  – Scope and scale of the implementation (e.g. size, geography, inter-company processes)

• **Impact**
  – Extent and quantifiable impact of productivity improvements
  – Significance of cost savings
  – Level of increased revenues, product enhancements, customer service or quality improvements
  – Impact of the system on competitive positioning in the marketplace
  – Proven strategic importance to the organization's mission
  – Degree to which the system enabled a culture change within the organization and Case Management methodology for achieving that change

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### Overview

African Reinsurance Corporation is a leading player in the reinsurance sector in African region.

### Situation

- Manual processing
- Lack of transparency and tracking
- Managing highly distributed operations and maintaining documents integrity
- Secure archival of documents to reduce risk exposure
- Needed a Robust and Scalable system to map business growth
- Managing high volumes of documents

### Implementation & Innovation

- All platforms integrated to facilitate communication
- Integrated filing system for both electronic as well as physical documents
- Digital Signature implemented for approval process
- Centralized document repository

### Benefits

- Improved Operational Efficiency by 90 - 95%
- Reduced TCO by 80%
- Paperless Environment
- Greater Visibility and transparency
- Increased Revenue
- Access rights classification to maintain authenticity
- Streamlined Business Functions
- Reduced Manual Intervention

### Technology:

- Electronics Document and Record Management System (EDRMS)
- Business Process Management solution (BPM) based on Case Management Framework (CMF)
## Situation
- Manual account openings & changes challenged customer sat. efficiency targets.
- Lack of ability to search account documents created quality of service concerns.

## Implementation & Innovation
- Automated end-to-end handling: Electronic Document Capture, Management, Workflow & Archiving
- Modern, intuitive user experience

## Benefits
- Cycle-time Reductions
- Productivity gains
- Hard cost savings
- Increased revenues
- Quality improvements

**Technology:**
EMC Documentum xCP & Captiva

**Partner:**
Flatirons Solutions (formerly Beach Street Consulting)

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EDP Renewables nominated by Appian

**Situation**
- EDP Renewables (EDPR) is one of the largest renewable energy companies worldwide
- EDPR decided that Dynamic Case Management would give it a competitive advantage in overall process management
- EDPR targeted three specific areas:
  - Prioritization of performance issues (defects, faults, software problems)
  - Geographic Dispersion (allow centralized services teams to assist multiple assets located remotely)
  - Knowledge Retention and Learning (given the speed of technological advancement, EDPR needed to document new technical solutions in a practical way)

**Implementation & Innovation**
- EDPR designed COBRA (short for “Collaboration”) case management
- COBRA includes processes, rules, events and advanced analytics capabilities
- COBRA allows structured collaboration around an issue, allowing teams (e.g. engineering, environmental, safety, procurement, legal) to weigh in on the ramifications of problems, as well as their potential solutions
- COBRA also assigns internal resources to each case that serve as dedicated collaboration contacts to assist technicians in reaching solutions

**Benefits**
So far, COBRA has archived:
- Over $100M+ worth of issue solutions captured within the first 9 month
- Searchable knowledge base of detailed solutions (accessed 3,000+ times)

**Technology**
- The Appian BPM platform
- Relational databases and algorithms developed in-house

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### Situation
- Recurring business challenges related to routing and approving documents
- Multiple disconnected systems and databases

### Implementation & Innovation
- Implemented Document Management and BPM platform as an Enterprise Program for the entire Institute
- Established strong Program Governance

### Benefits
- Consistent approach to similar set of problems
- Consolidation and re-use of technology and methodology
- Realizing new opportunities for automation

### Technology:
- OpenText Content Server 10.0 and OpenText Process Suite 10.0
<table>
<thead>
<tr>
<th>Situation</th>
<th>Implementation &amp; Innovation</th>
<th>Benefits</th>
</tr>
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<tbody>
<tr>
<td>• Multiple legacy applications not meeting the business needs</td>
<td>• Enterprise case management framework</td>
<td>• Significant ROI (avg. 150%)</td>
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<tr>
<td>• Too much manual processing</td>
<td>• Integration with core agency systems</td>
<td>• Process time reduction/improved throughput</td>
</tr>
<tr>
<td>• Disconnected/Disparate business processes</td>
<td>• 360° view of data and processes</td>
<td>• Improved quality due to automation and harmonization of data</td>
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<td></td>
<td></td>
<td>• Supports compliance with NRC Mandates</td>
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**Technology:**
- IBM Case Manager/FileNet; Vega Unity

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### Situation
- 200+ pediatric patients to be monitored with a rigorous ICP for their lifetime
- Kidney transplant coordination center
- Patient info retrieval and processing for clinical decision and research

### Implementation & Innovation
- Automated case design and management integrated with clinical info repository
- Event-driven ICP rescheduling
- Physicians can shape pathways based on patients’ conditions

### Benefits
- Flexibility in developing care plans for each patient
- Streamlined activities for physicians and nurses
- Reduced operational risks
- Better performance evaluation

### Technology:
Jamio openwork BPM Platform provided by Openwork srl; Integration WebServices (.NET)
<table>
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<th>Situation</th>
<th>Implementation &amp; Innovation</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Previously complex and paper intensive</td>
<td>• Individual investors can follow a step-by-step guided</td>
<td>• Reduces typical process of investing in alternative investments</td>
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<tr>
<td>account opening, funding, and investment</td>
<td>process to open, fund and invest online for certain asset</td>
<td>with an IRA from weeks to days</td>
</tr>
<tr>
<td>process</td>
<td>classes</td>
<td>• Client transparency, administrative accuracy and intuitive user</td>
</tr>
<tr>
<td>• Typically weeks to</td>
<td>• Capital raisers have online tools to drag and drop the</td>
<td>experience</td>
</tr>
<tr>
<td>accomplish</td>
<td>documents required to get their investment reviewed by PENSICO</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Internal case management solution to track and expedite the</td>
<td></td>
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<td></td>
<td>client process</td>
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**Technology:**

- MEAN Stack (MongoDB, Express Engine, Anjular.js, Node.js) for web based client tools
- IBM Business Process Manager for internal case management solution
- Apex Coach Views toolkit by Apex Process Consultants
## Situation
- Desktop application with minimal workflow capabilities
- The cases were manually handled
- Lack of Central knowledge repository
- Tedious review and approval process with large TAT
- Manual Task Allocation and monitoring

## Implementation & Innovation
- Task driven dynamic case management
- Multiple data type handling
- Integrated with the accounting and billing software
- The digitized and centralized knowledge Repository
- Tracking and Monitoring the activities of their legal cases

## Benefits
- Reduction in work allocation by 60%
- Increase in Timely Billing by 70%-80%
- Reduction in re-work by 50%
- Turn-Around-Time reduced by 70%
- Review and approvals improved by 50%
- End-to-end tracking of cases
- Integration with Billing application to reduce the leakage in billing

## Technology:
Legal Case Management solution is built on Business Process Management (BPM) and Document Management System (DMS)
### Situation
- 24 unique legal divisions across Texas with each acting in an independent manor
- Significant growth and increased caseloads called for change
- Inefficient distribution of case assignments

### Implementation & Innovation
- Streamline all divisions to share information (central repository)
- Real time case reporting
- Knowledge library for reuse of highly utilized documents
- Custom widgets to optimize user experience

### Benefits
- New flexibility and agility, allowing for future growth and change
- Enhanced operational efficiencies with a systematic workflow
- Dramatic reduction in duplicate efforts and paper

### Technology:
- This ACM solution, built on IBM’s Case Management software and implemented by Adjacent Technologies, increased productivity with systematic processes, reduced the risks associated with paper-based information, and also enhanced compliance with program regulations.

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![Future Strategies Inc.](image1)
![bpm-com](image2)
## Situation
- Knowledge workers were spending too much time managing the collection of required documents within existing case management systems
- Desire to eliminate manual tracking via Access databases and inefficient spreadsheets

## Implementation & Innovation
- Made solutions contextually aware of all case-related requirements and when they were fulfilled
- Evolution to creation of several content-enabled, context-aware business apps across UFP

## Benefits
- Automates collection of required information
- Brings the information to the knowledge worker at exact time they need it
- Dramatic increases in response rate, quality and accuracy across all case management solutions

## Technology:
- OnBase by Hyland – low-code rapid application configuration platform

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Sponsor:
- WfMC Awards for Case Management
  - Global Excellence Awards 2015
  - Universal Forest Products nominated by Hyland, creator of OnBase

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2015 Winners Recap...

- African Reinsurance Corporation nominated by Newgen
- Eaton Vance Investment Managers nominated by EMC
- EDP Renewables nominated by Appian
- National Institute of Allergy and Infectious Diseases nominated by OpenText
- Nuclear Regulatory Commission nominated by Vega ECM Solutions
- Ospedale Pediatrico Bambino Gesù (OPBG) nominated by Openwork srl
- PENSICO Trust Company nominated by PENSICO Trust Company
- Remfry and Sagar nominated by Newgen
- Texas Office of the Attorney General nominated by Adjacent Technologies
- Universal Forest Products nominated by Hyland Software

Congratulations!
BPM.com and WfMC
Judges’ Choice: Best Entry 2015

Nuclear Regulatory Commission

Nominated by Vega ECM
201 Winners will be published in the next edition on the Excellence in Practice series. Previous winners received additional recognition through publication in these books.

All books are available on Amazon.com in Print Format
Both Print and Digital Editions from BPM-BOOKS.com
Our congratulations again to the Winners!

Keith Swenson, WfMC Chair
Nathaniel Palmer, Executive Director, WfMC
Layna Fischer, Awards Director and Publisher Future Strategies Inc.

The slides will be posted to http://adaptivecasemanagement.org/.