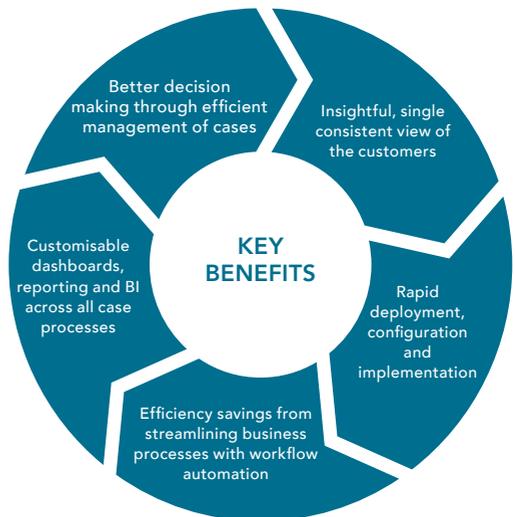# EQUINITI
ICS

Perito Case Management

OUR SOLUTION

Perito Case is a highly configurable case management solution that has been specially designed to help public sector and commercial organisations with the unique and complex challenges and responsibilities they face. We have developed a broad range of case management solutions to meet the most challenging processes.

As a result we understand that all cases are different and therefore any solution must be equipped to handle any and all intricacies, as well as provide the ability to effectively monitor case progress and be reactive to updates whenever and wherever you are.

Perito Case is an off the shelf offering designed to meet 80 percent of complex case management requirements whilst still offering an unparalleled level of configuration and customisation to meet the exact requirements of our clients.

KEY BENEFITS

- Better decision making through efficient management of cases
- Insightful, single consistent view of the customers
- Rapid deployment, configuration and implementation
- Efficiency savings from streamlining business processes with workflow automation
- Customisable dashboards, reporting and BI across all case processes

KEY FEATURES

Rapid customisation and deployment

Each project is developed on our sophisticated enterprise framework (a rapid development toolset), making use of our readily available components. It is built using our mature, tried and tested development patterns and practices, based upon Microsoft's .NET framework.

Customisable case management solution

Equiniti ICS has developed a variety of modules that can be added or removed depending on your business needs. Our consultants will work with you to establish exactly what your requirements are and advise on how to optimise and streamline your business processes to help you achieve maximum benefit from the solution.

Business process scalability and flexibility

Integration with workflow provides a highly scalable solution that can grow to support increased volume and more complicated business processes.

Management information

Equiniti ICS's management information solution gives you access to powerful case data analysis and reporting tools. The reporting tool converts complex data from a case into coherent information that can be delivered in a variety of formats, ranging from dashboards to pivot tables. Reports on case progression, key legislative statistics and information against Key Performance Indicators are easily produced by the solution.

Powerful search and retrieval mechanism

All case records and documents are securely stored in a central repository. This means faster and more efficient access to records, regardless of the geographical location of the user and whether they are based internally or externally.

Workflow integration

Most organisations rely on people to initiate the business process, approve documents the process uses, resolve any exceptional situations that arise, and more. Our workflow module helps to support business processes. It securely captures all types of inbound documents and information at the edge of the organisation. It then accelerates business processes by collecting documents and forms, transforming them into accurate, actionable information, and delivering it all into your line of business applications, workflows, repositories and databases.

Document management integration

With the document management module, you can manage the storage and retrieval of any documents associated with a case. This includes the creation of folders, access to documents, creation and destruction of documents, management of scanned documents and hard copy letters.