



# Process made Perfect. Boost your Efficiency with Electronic Case Management.

## Key Benefits

- > Intuitive web-based for easy deployment and adoption across the enterprise
- > Scalable architecture to meet the demands of high volume and a large user base
- > Configurable data model that allows you to organize and track any number of database fields about the case
- > Flexible workflow and business processes for routing items for review, and appropriate task promotion and escalation
- > Robust search capabilities to locate cases quickly
- > Dashboard and audit trail capabilities to manage and have case visibility throughout the lifecycle
- > Electronic submission capabilities between multiple submission platforms
- > Authoring tools to manage and control standard language in document and correspondence
- > Extensive integration capabilities for bi-directional information exchange with citizen and agency portals
- > Proactive notifications of deadlines and important dates
- > Extensive security model to control access down to a specific case or attachments related to the case.

Eliminate your inefficient paper-based to processes to manage your case and deliver faster and safer results to your organization with Prodágio Case Management.



For legal departments from publicly traded companies, federal, state or local government agencies and other case-centric enterprises including claims groups, complaint departments, and investigative organizations 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 publicly traded enterprise and government agencies at the federal, state, and local level are turning to Imagitex and Prodágio Case Management.

**Prodágio is the only Commercial Business application case management solution** that integrates domain expertise in case management business processes, business application development, and enterprise content management.

Prodágio Case Management dramatically reduces the time and risk associated with deploying a comprehensive case management system..

## SOLUTION OVERVIEW

### *Simplifying the management of the entire case lifecycle*

Prodágio Case Management – Standard and Collaboration Edition- is a comprehensive and flexible solution that meets the rigorous demands of corporate legal departments, federal, state or local government agencies and other case-centric enterprises. Prodágio Case Management addresses your diverse needs by providing the ideal combination of typical case management functionality along with robust content management capabilities.

Prodágio Case Management streamlines and automates the entire lifecycle and adjudication process of cases. The application has been designed to provide organization with a highly intuitive, user-friendly, web-based application that will improve your knowledge worker experience around case handling.



**Prodágio Case Management uniqueness is that it can be specifically configured to a case type such as:**

- **Grants**
- **Licensing/Permitting**
- **Correspondence tracking**
- **Court Cases**
- **Criminal Investigations**
- **Litigations/Matters**
- **Health & social services**
- **Patient Records**
- **Human Resources**
- **Onboarding Employee**
- **Customer Services**



**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

**Maximizing processing efficiency.** Prodágio Case Management is developed for deployment across multiple core business processes that may span multiple geographic locations or agencies.

**Complete visibility into the Case Status and lifecycle.** A comprehensive and intuitive dashboard offers a complete view of all case data as well as documents and materials associated to the Case. Knowledge workers can easily one click-away complete checklist, review the case, create reminders, approve or initiate workflow.

**Flexible, Powerful Workflow.** Prodágio uses workflow and Business Process Management technology to efficiently manage and secure an organization's entire case process. By enabling the automatic routing and management of case information Prodágio Case Management helps businesses expand the corporate environment to anyone virtually anywhere, streamlining work steps and improving communication between all users.

**Integration with your existing systems.** Prodágio Case Management delivers integrations any existing systems such as CRM (Siebel, Vantive...), ERP systems (SAP, PeopleSoft, Oracle, JD Edwards...) or reporting tools (Cognos, Crystal Reports...)— enabling significant improvements in response times, elimination of time-consuming duplicate data entry, increases in processing efficiencies and enhanced levels of service.

**Enforcing compliance.** A complimentary part of reducing costs is to strengthen internal controls. Prodágio's robust audit trail and hierarchical approval process minimizes risk and simplifies compliance with regulatory legislation such as Sarbanes-Oxley.

**User Configuration** Prodágio Case Management is a flexible tool. As a part of the Business Administration functionality you have access to the key configuration elements of the implemented application. The key elements of workflow, cases, checklist, business rules are fully configurable from the Business Administration Tab. As your business processes evolve over time, the configuration will need adjustments. The Prodágio Case Management Business Administration feature makes these adjustments convenient through easy to reach, intuitive User Interface.

**Rapid Solutions to Today's Business Challenges** Imagitek, Ltd. helps your company maintain its competitive advantage through a comprehensive suite of services that includes service level management consulting, installation, implementation, configuration, and customization. Our professional services and education offerings are designed to ensure the ongoing availability of critical business applications, maximize product potential, reduce project risk, deliver IT value to your business, and improve your operations. For more information about Imagitek, Ltd., please visit [www.imagitek.com](http://www.imagitek.com).



Imagitek, Ltd.  
2525 South Shore Blvd., Suite 202  
Houston, TX 77573  
phone: 281-334-6970 fax: 281-334-3285