



## Key features

- Intuitive, web-based software for providing a single and secure access point for all case data
- Easy to deploy for departmental use or across the enterprise
- Configurable data model, flexible for any number of case fields
- User-customisable workflow and business processes for routing, review and escalation
- Robust search capabilities
- Dashboard and audit trail for management of the case throughout the life cycle
- Electronic submission capabilities
- Authoring tools to manage and control standard language in documents and correspondence
- Bi-directional information exchange with third-party resources
- Proactive notifications of deadlines or necessary actions

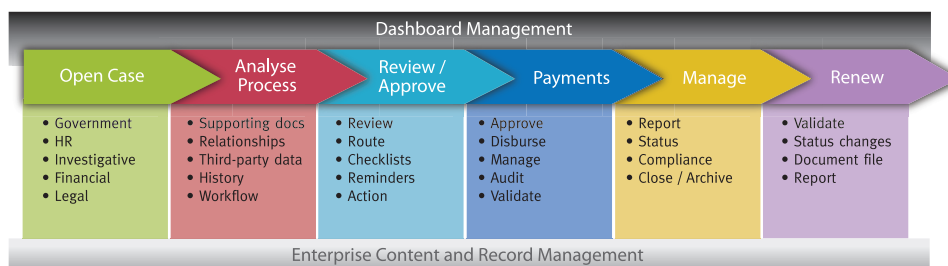
## Hosted Real-time Case Management

### Off-the-shelf solution tailor made for your needs

Converga Case Management enables organisations to respond to increased pressures to deliver resolutions in strategic business areas through an expeditious process while maintaining accessibility, accountability and compliance.

### Get ready for an enterprise case management solution

The essence of a case-based process is an accurate and timely decision. Supporting that goal are many different data elements, tasks, fees, calendar events, contacts, correspondence, document control and reporting. Converga Case Management gives you a single, easy-to-use interface into all of that data. It makes your case workers more productive and more accurate. Integrated workflow and rules ensure critical information can't be overlooked. Converga is the only off-the-shelf solution offering full life cycle support for your caseload.



### Converga Case Management - one flexible solution, many uses

Legal	HR	Investigative	Financial	Government
Intellectual property	Benefits administration	System failures	Procurement	Social services
Litigation management	Employee on-boarding	Fraud and criminal investigations	Asset management	Grant management
Patent & Trademark	Grievances	Personnel	Loan applications	Public health

### Wizard-based case creation, simple and efficient

Speed the process of initiating new cases. Converga's templating system allows you to quickly navigate through all processes to build a new case. The case jacket replicates what you'd expect to see in a paper case file and contains much of the high level data about the case. The library of templates fits your business rules and needs, uses your preferred terminology and is fully customisable. Faster workflows and fewer errors makes your case initiation process more productive.



### **From scanner to case system**

Your scanned documents can go directly to the appropriate case or to a supervisor for routing. This feature saves time can prevent routing or filing errors.

### **Case status - in real-time**

You probably have hundreds or thousands of active cases under management. With Converga Case Management, you'll always know which are the most critical, which require further processing and can prioritise the workload to meet your needs. Announcements are always accessible to keep your case workers informed of critical information. Converga acts as a single source to manage documents, routing, reviews and approvals. Automatic reminders and checklists keep things on schedule and ensure action is taken on time.

### **Integrated payment processing**

Converga Case Management now offers fully integrated payment processing. This eliminates the need for case workers to visit multiple systems. Payments will automatically post to your ERP system and can easily be reported on.

### **Business rules changing? Not a problem**

Converga's rules-based system is fully configurable by business users. No programming is necessary, changes are made through an intuitive pull-down configuration. When your process or workflow changes, your Converga solution will quickly change with it.

### **Maximise internal controls and mitigate risk**

Every action taken is date and time stamped and labeled with the person making the change. Integrated accountability aids in regulatory compliance and reduces potential for errors, skipped steps or fraud.

### **Find it fast**

Powerful search allows you to easily locate anything related to the case or to search across cases to understand workload in process, see upcoming deadlines and create departmental summaries.

### **Scalable. Secure. Efficient.**

Sensitive and personal information is restricted, according to your rules, to those requiring access to it. A single log-in makes it easier to manage security policies. Converga Case Management has been proven in the real world to scale to hundreds of thousands of active cases.

### **Like custom, only better and faster**

Our off-the-shelf solution for case management deploys in as little as 6 weeks, complete with your workflow, your templates and your process built-in. It has all the benefits of a custom solution, without the cost or lengthy deployment.

### **Best practices in the box**

Converga's team of professional application consultants, project managers and subject matter experts know case management and the techniques we have learned from working with our marquee clients for the past decade are integrated into the product.

### **The Converga Business Suite**

Converga Case Management is part of a range of hosted applications. The suite includes Converga's Paperless Accounts Payable, Contracts Management and Automated Records Management solutions.

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