everteam.case

Automate case driven processes
with everteam.case

everteam.case enables organizations to manage the acquisition, circulation and processing
of all types of incoming and outgoing requests: customer and citizen claims, referrals, loan
applications, account opening applications, visa requests, correspondences...
everteam.case combines the simplicity and ease-of-use of a customizable packaged
solution, with advanced user features.

Key Benefits

Immediate cost savings and ROI on case driven
workflows.

Increased productivity through faster
processing of cases.

Complete overview of operations, through
dashboards and dynamic workload allocation.

Flexibility, adapts to the organization and its
evolution, handling large workloads efficiently.

Short Implementation time, through web-based,
wizard driven interface.

everteam

everteam.case features

everteam.case to provide powerful document workflows and business process management capabilities.

Organizations manage complex business processes that deal with a regular flow of incoming and outgoing documents and actions. These requests need to be processed consistently and efficiently, regardless of their format and channel (letter, e-mail, fax, etc...), in accordance with the company procedures: the reception of a claim letter requires a suitable response; a supplier invoice needs to be checked by a contracts department prior to payment by accounts.
everteam.case enables companies looking to improve efficiency and reduce costs associated to these processes, to model, deploy and monitor key business processes in an agile manner, by optimizing both workload distribution and processing time. **everteam.case** delivers simple and powerful case driven workflow solutions, easy to implement and suited for all document types and categories.

Incoming and Outgoing Cases

- **everteam.case** manages different types of incoming and outgoing documents (correspondence, claims, letters, contracts, etc...) and formats (paper, electronic, e-mail, fax, etc...).
- **everteam.case** provides a batch import utility for the automatic capture and categorization of incoming flows based on pre-defined process steps.

Complete Business Case Lifecycle

everteam.case covers the entire business case lifecycle:
- Automatic capture of various document formats via different capture functions.
- Processing and management of cases through a powerful workflow engine coupled with a rules engine and dynamic task allocation features.
- Dashboards, Analytics, and Monitoring, forboth real-time operations and content Intelligence.
- Content Filing and Taxonomy, as part of an enterprise repository.

Productivity Focused User Experience

everteam.case optimizes the work of all actors in the organization:
- Task Workers: Focus on the task at hand and move processes forward with a single click.
- Supervision: Set alarms and thresholds on workload, reassign tasks dynamically or manually.
- Management: Monitor key events and get an aggregated look at projects and teams for accurate decision making.
- IT:Optimize network bandwidth, scale both horizontally and vertically, support for virtualization.

Customizable and Expandable Solution

- **everteam.case** is a flexible and scalable solution, that covers the organizations' current processes, and easily adapts to changing businesses, without losing any initial investment made.
- Its wizard driven configuration enables adding new document types, workflows or events very efficiently.
- **everteam.case** open API model enables an easy integration with an always evolving IT landscape, from legacy, line of business application, to web services, and SaaS/Cloud based applications.