



# Genpact Cora Case Manager

## Unlock New Levels of Productivity and Collaboration

Cora Case Manager is a sophisticated solution designed to revolutionize business case management by leveraging the power of Microsoft Azure and Power Platform Services. This offering from Genpact addresses critical challenges in case handling, ensuring compliance with Service Level Agreements (SLAs), and enhancing communication within large teams. It is engineered to boost productivity, improve governance and auditing capabilities, and ensure regulatory compliance, all while keeping pace with technological advancements in the case management industry.

### Challenge

- Lack of quality control due to inadequate routine checks throughout project lifecycles.
- Undefined objectives leading to misalignment between goals and execution strategies.
- Poor change management processes hindering smooth transitions when introducing new elements or team members into projects.
- Outdated digital solutions impeding productivity.
- Communication issues among distributed workforce members affecting coordination efforts.
- Limited visibility into process data hampering informed decision-making.

### Solution

- **Automation:** Automates case creation, streamlines processing, and improves collaboration.
- **Data Reporting and Analytics:** Facilitates unprecedented data reporting and analytics, ensuring near 100% compliance with standard operating procedures (SOPs).
- **Gen AI Capabilities:** Incorporates key gen AI capabilities like smart RAG-based recommendations, automated case summaries, and content generation. This eliminates manual tasks while boosting agent productivity.
- **Customer Service Enhancement:** Enhances customer service with real-time tracking that provides visibility into case status along with deep process analytics.



- **SLA Compliance:** Ensures SLA compliance by driving operational transformation and achieving operational excellence.
- **Productivity Maximization:** Maximizes productivity by reducing transaction costs and offering direct communication channels.
- **Operational Visibility:** Provides complete operation status visibility with clear to-do lists focused on productivity and SLA adherence.

## Impact

### Qualitative Impacts

- **Expedited production readiness:** Achieve full production readiness in as little as 4-6 weeks.
- **Boost productivity:** Experience a 10% increase in productivity, driving more efficient operations.
- **Streamlined workflows:** Orchestrate a more effective flow of work across systems and functional silos.
- **Reduced escalations:** Benefit from up to a 20% reduction in escalations, ensuring smoother processes.
- **SOP compliance:** Ensure 100% standard operating procedure (SOP) compliance for consistent quality.
- **Faster turnaround times:** Enjoy up to a 20% reduction in turnaround time, enhancing operational efficiency.
- **Enhanced client experience:** Deliver an improved experience for both clients and users through optimized processes.
- **Regulatory adherence:** Strengthen compliance with regulatory requirements, minimizing risks and ensuring adherence.

Genpact (NYSE: G) is a global professional services and solutions firm delivering outcomes that shape the future. Our 125,000+ people across 30+ countries are driven by our innate curiosity, entrepreneurial agility, and desire to create lasting value for clients. Powered by our purpose – the relentless pursuit of a world that works better for people – we serve and transform leading enterprises, including the Fortune Global 500, with our deep business and industry knowledge, digital operations services, and expertise in data, technology, and AI.