

Date  
2021/2022

# FlowCase



# Solution Overview

- A case management solution built on Microsoft Dynamics 365
- Designed to help public sector organisations enhance service delivery and citizen engagement
- Introduces broad functionality, including self-service portals, real-time dashboards and automated processes
- Flexible and scalable, with the ability to tailor to your organisation's specific needs
- Underpinned by value-added services, including business evaluation, data migration, system integration and support

# Key Benefits

- Reduces time spent on administrative tasks and repetitive, manual input by introducing streamlined workflows, automation, effective task allocation and customised dashboards
- Provides a single point of access to data, enabling you to plan more accurately, share information with ease and access self-service capabilities, improving cost and time efficiency
- Enhances user experience by allowing users to view status updates, key information and guidance swiftly, as well as engage with the service using their preferred communication channel

# Case Study

Tisski successfully introduced FlowCase to the NHS Business Services Authority (NHSBSA) to address the organisation's need to transform how its Contact Centre and HR Shared Services manage complex requirements and interactions.

*"Using our existing Microsoft Dynamics platform, Tisski has enabled us to establish new services and capabilities to meet current challenges head-on."*

Ian Chippindale

Senior Change Manager at NHSBSA



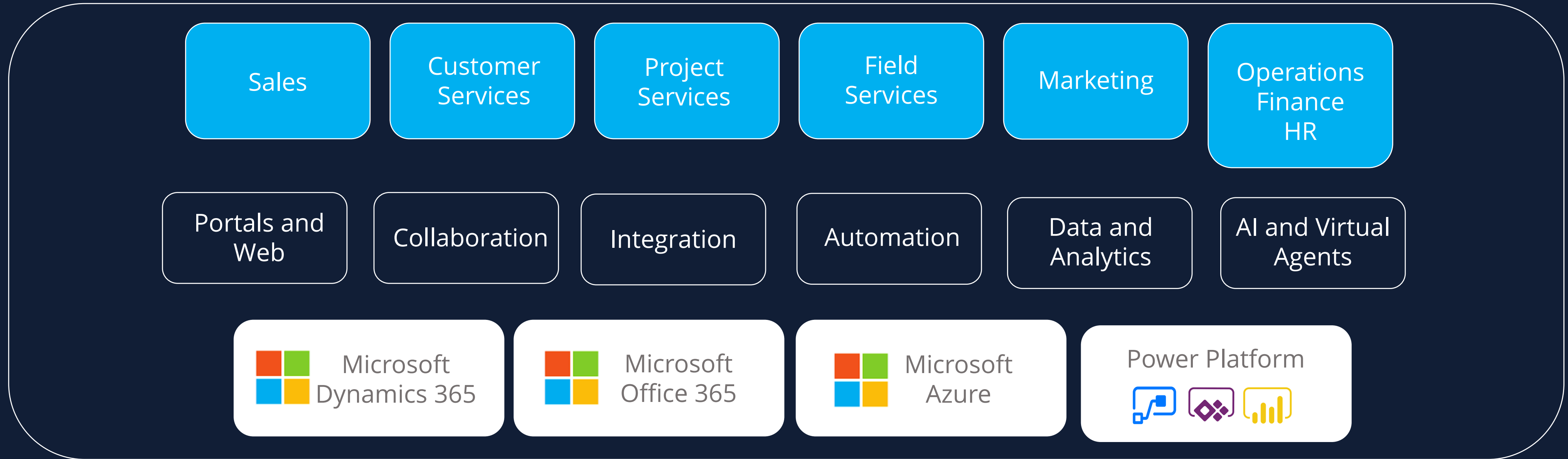
# About Tisski

- Founded in 2011
- One of the UK's leading Microsoft Dynamics and ERP consultancies
- Microsoft Gold Partner and Inner Circle member, with Gold Competencies for:
  - Data Analytics
  - ERP
  - Application Development
  - Cloud Business Applications
  - Cloud Platform
- A team of over 100 consultants working with more than 100 customers across public, private and not-for-profit sectors



# Our Capability

Delivering business-focused digital transformation through Dynamics 365 and the Microsoft Cloud



# Get in Touch

To find out more about Tiski and their case management solution, FlowCase:

- Visit [www.tiski.com](http://www.tiski.com)
- Email [info@tiski.com](mailto:info@tiski.com)
- Call 0247 7712050
- Submit a contact form at [www.tiski.com/contact](http://www.tiski.com/contact)

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