

SAP for Public Sector



SAP provides a comprehensive case management solution that seamlessly links information and front-to-back office processes. Your public sector organization can track, manage, and securely share case-related information in a collaborative environment. The result is greater case-processing efficiency, improved employee productivity, reduced case-related costs, and higher levels of service.

CASE MANAGEMENT

HIGHER LEVELS OF SERVICE THROUGH INCREASED EFFICIENCY

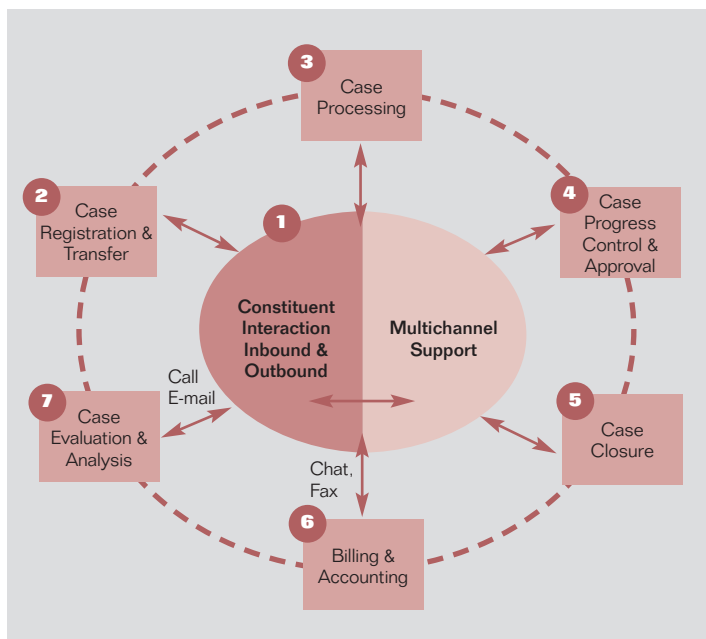
Customers can be demanding. And when it comes to public-sector organizations, the customer is an increasingly time-pressed citizen demanding faster and more individualized assistance, 24/7 online access to information and services, and effective interagency coordination. That's quite a tall order, especially for public entities working across multiple public and private partnerships in networked environments characterized by disparate systems, disaggregated data, and inefficient case management processes.

The obvious solution is integration. But with today's case processing environment reaching across federal, state, and local government agencies – as well as defense, education, and health-care organizations – no single scenario can be applied to all. That's where SAP can help.

SAP combines case management capabilities with other SAP® components to deliver industry-specific “best-of-suite” solutions for diverse public sector operations. While public sector requirements may differ from organization to organization, the flexibility of standard features in the core of each SAP solution enables a streamlined case management process chain for a wide range of public entities. From constituent and departmental requests to resolution and analysis, your organization can improve collaboration across organizations, speed case management processing, and reduce costs through increased efficiency.

A Best Case Scenario for the Public Sector

To improve case management efficiency and deliver superior service in a complex, networked environment, public organizations need powerful tools capable of supporting flexible business processes. SAP's integrated case management solution leverages mySAP™ Customer Relationship Management (mySAP CRM), SAP Enterprise Portal, and other SAP software components to deliver powerful case management and processing capabilities that help you track, manage, and exchange case-related data across authorized organizations in a secure manner.



Multichannel Case Management Processing

Knowledge Management

Given the right information, constituents can often resolve their own issues. That's why SAP provides powerful knowledge management capabilities that enable citizens to research and resolve their own issues online without involving service representatives. Constituents can browse frequently asked questions linked to specific issues or perform advanced searches using an intuitive search engine that restricts viewing rights for sensitive information.

Web-Enabled Self-Service

With the SAP solution for case management, constituents can create service-request orders via the Internet, in connected and mobile modes, using Adobe® interactive forms or Web requests – functionality enabled by mySAP CRM. This allows self-service for activities such as filing tax returns or submitting social services claims. All requests are channeled through a centralized interaction center for easy processing. SAP also provides a template for online registration. And with encrypted digital-signature capabilities provided by mySAP CRM, applicants can digitally sign a Web request directly from a Web browser. This triggers an alert informing the interaction-center agent to create a new case or attach new information to an existing case.

Powerful Workflow

With integration into a flexible business-rules framework, the SAP solution for case management delivers powerful capabilities that keep cases moving. The SAP Business Workflow tool, for example, can trigger follow-on actions based on the context of the request, such as assigning the case to a case manager. The case manager reviews the case history, sets the appropriate security level for confidentiality, and assigns required tasks to the team members.

Supported by the business-rules framework, the solution can use transaction details to create a case automatically. Document fields – and even drop-down menus on the user interface – can be populated automatically according to case attributes. When a case is saved, the solution executes events automatically, based on remaining steps in the workflow. Calculations can be triggered and actionable information obtained that supports decision making throughout the process. In complex networked environments, such automated processing is essential for ensuring the speedy resolution of constituent requests.

Integrated Processes

Because a case is not an isolated incident but rather a collection of documents, transactions, activities, and involved parties, case processors need to structure cases to reflect their interrelationships. Integrated case management with mySAP CRM enables case processors to effectively manage and monitor related information and business processes within a single software solution that supports change tracking, routing, and activity management.

It also enables the linking of transactions and electronic office documents – such as service orders, forms, and policies – to a case. Content management integration, meanwhile, allows users to structure documents, link archived documents, and send e-mails, while providing an audit trail through document versioning. This increases case visibility and enables easy searching, selection, processing, and analysis.

Secure, Single-Point Access

Through the SAP Enterprise Portal, case processors gain a secure, single point of entry to all the information, services, and applications they need to handle their tasks. The portal's role-based user interface can be customized for individual needs, providing an environment that corresponds to the requirements and skill levels of occasional, managerial, or expert users.

The portal also provides access to back-office applications, such as entry of work time and expenses. Using predefined queries and reports, supervisors can perform analyses to gain visibility across case processes, gauge the efficiency of organizational operations, and identify potential areas of improvement. This closes the case management loop and drives ongoing efforts for operational improvement.

The Benefits of Integrated Case Management

Improved Services

The SAP case management solution helps you deliver higher levels of service to your valuable constituents. With 24/7 availability, secure multichannel access, and powerful self-service capabilities, you can give your constituents the power to choose how and when they contact you. Once a case is generated, all physical documents related to the case are scanned and stored centrally to keep records complete and up to date. When accessing case information, case processors benefit from an integrated view of all customer data and interactions. The result is greater case management efficiency and higher levels of customer service and satisfaction.

Greater Flexibility and Better Decision Making

Comprehensive and in-depth case histories help case processors identify constituent needs and react accordingly by coordinating required services in a flexible manner. Cases are also structured in a way that leverages the content management capabilities of SAP software, providing access to all related case information. This helps ensure quick and well-founded case decisions.

Enhanced Operational Efficiency and Reduced Costs

The SAP solution for case management integrates information and business processes from existing applications – both within and beyond organizational boundaries – on a consolidated technology platform. A centralized data repository allows quicker access to all relevant case information from multiple sources and channels. This improves caseworker collaboration

by ensuring that all parties involved with a case have simultaneous access to the same information. It also allows high-volume case processing, resulting in a lower cost per case.

What's the end result? With the SAP case management solution you'll boost employee productivity, reduce case-related costs, improve case management efficiency, and increase the level of service you provide to your valued constituencies.

Find Out More

To learn more about how SAP can help your public sector organization improve case management, call your SAP representative today or visit us on the Web at www.sap.com/publicsector