

# Create an integrated information management structure for efficient case management

Designed to promote secure collaboration and streamlined correspondence and processes, Catapult Systems' case management solutions provide an integrated information management infrastructure that will help you advance efficient case management and resolution, meet compliance/regulatory requirements and improve worker productivity, all the while gaining visibility and control over your work.

## Benefits

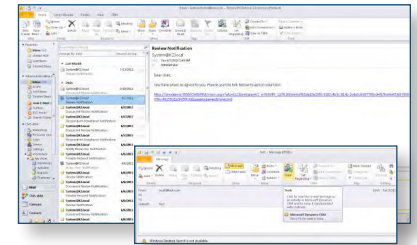
- Manage cases from initiation to completion
  - Track interaction with all related parties
  - Manage (assign, schedule and track) case-associated tasks
- Direct case-associated resources
  - Determine the best use of resources given workload and skills
  - Identify needs for hiring, training or contracting resources in advance
  - Track resource time on cases relative to expectations
- Collaborate securely to improve cycle time and production
  - Pre-configured and customizable workflows automate processes
  - Intelligent routing of tasks
  - Alerts ensure timely completion of assignments
  - Store and access case documents and records electronically
- Analyze case performance using dashboards and reporting
- Lower enhancement and maintenance costs
  - Extensible commercial-off-the-shelf (COTS) based solution eliminates custom programming costs
  - Role-based security
  - Easily integrate with other systems
  - Extend your solution with cloud-based deployment and/or managed services

Catapult offers case management solutions for government, health care, social services, legal and workforce management. We employ a personalized approach to each solution to ensure that it is optimally configured to map to your needs and serves your organization in the most efficient and cost effective manner.

## Core System Components

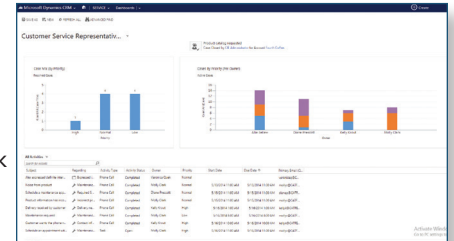
### OUTLOOK CLIENT

- Familiar interface
  - Reduced learning curve, faster adoption
  - Single sign-on
- Synchronize
  - Email, contacts and appointments
- Offline client
  - Work anywhere



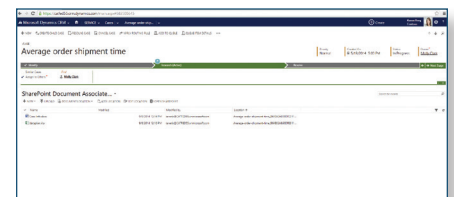
### DASHBOARDS DISPLAY WORKLOAD AND CASE ASSIGNMENTS

- Easily configured
- Drill through charts and BI
- Improve daily task management
- User-defined charts and dashboards



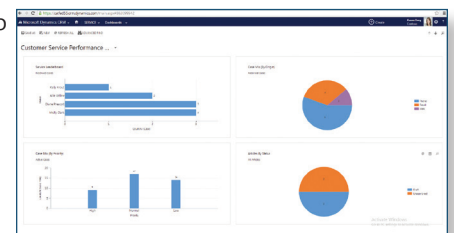
### DOCUMENT MANAGEMENT SHAREPOINT INTEGRATION

- Seamless integration
- Organize / search documents
- Improved collaboration
- Business process management
- Document workflow



### EXECUTIVE REPORTING

- Reporting tools to build on demand charts and reports



## Catapult Case Management Modules

### DOCUMENT MANAGEMENT - IMAGE CAPTURE/SCANNING

- ➔ Key functionality integrated with case management
  - Automatic recognition of document metadata field values while indexing
  - Create searchable PDF documents
  - Batch scanning can find and separate documents and identify document content
  - Validate indexing data
  - Integrated document search and view
  - Submit documents and email directly from Outlook or other Microsoft Office products
- ➔ Advanced Enterprise Content Management
  - Create a custom tailored information architecture
  - Tag documents with information contained within other line-of-business systems
  - Secure information and documents so that only authorized users are allowed access



### VISUAL WORKFLOWS

- ➔ Visual workflow
  - Visualize entire workflow color coded for process steps completed and upcoming
  - Adaptable with easy to use tools to drag-and-drop changes or create new processes
- ➔ Integrated to core xRM product
  - Launch advanced workflows automatically
  - Supports multiple processes
  - Bi-directional task integration
  - Simplified forms development with full security controls
- ➔ Enhanced reporting and auditing
  - Improved visibility into processes
  - Drag and drop report development
  - Integrates and extends native case management reporting and dashboards
  - Event escalation based on defined thresholds (time-based)
- ➔ Task list support for mobile devices



### COMPLIANT RECORDS MANAGEMENT

- ➔ Full integration with Catapult's Case Management Solution
- ➔ Manage the retention policies of record categories in a rich client interface
- ➔ Enable users, record managers and administrations to create, move and copy records
- ➔ DoD 5015.2 compliant solution
  - Single, compliant repository for collaboration and records management
  - Cost savings through the consistent disposition of physical and electronic content
- ➔ Integrates with Outlook
  - Manage e-mail and attachments as records
  - Automated capturing of message metadata
  - Resolution of address groups
- ➔ Configurable to your file plan and record retention policies
- ➔ Configurable to the retention requirements of specific applications
- ➔ Dashboard providing visibility into most records management functions



### ADVANCED REPORTING AND BUSINESS INTELLIGENCE

- ➔ Integrates and reports on the data from all of the case management modules
- ➔ User definable formats for reports, charts, graphs, dashboards
- ➔ Dimensional analysis through the use of Power Pivot
- ➔ Users can download data to Excel and manage/manipulate their data
- ➔ Ability to integrate other data sources to the reporting system
- ➔ Ad-hoc reporting
- ➔ Mobile access to reports through any smart phone or tablet
- ➔ Integrated security model
- ➔ Flexible visualization and display for end-users

