Automation, workflow, and organization of the defined process is key in increasing efficiencies and operational profitability. So how do we empower technology to drive the “process” to achieve standardization and repeatable outcomes?

Column Case Management leverages BPM capabilities to address a variety of processes that ensure the stream of workflow to achieve the desired outcome. From complex workflow scenarios to ordinary time-consuming manual, repetitive processes, Column Case Management has the solution.

Column Case Management’s power resides in its core functionality while providing efficiency modules to address specific BPM or vertical industry needs.

Key Benefits

- Maximize operations efficiency and effectiveness
- Automate and standardize business processes
- Capture real-time information through dashboards and analytics
- Mitigate risk by centralizing data
- Reduce costs by extending the solution and leveraging knowledge, resources and support
- Reinvest savings into strategic initiatives
- Improve information access with a search engine that indexes web pages, attachments, forms, form letters, and log entries and a data visualization tool
- Utilize data visualization to discover valuable, real-time insights

Simplify Your Case Work

- **Records**
  Easily access, build and share data in order to make better informed decisions.

- **Mobility**
  Access case information on any mobile device expanding your case work to the field.

- **Analytics**
  Get real-time, ad-hoc analytics and reports. Case workers are able to easily personalize process and business reports for immediate visibility.

- **Rules and Process Between Groups**
  Automates and enforces security and permissions with an existing or improved process which would span multiple operational organizations.

- **Collaboration**
  Provides the ability to automatically assign tickets or notifications and enables case workers to receive case updates, initiate tasks and actions.
**Time-Based Measures (SLAs)**

Establish time-based measures or service level agreements within the process provides a framework for creating, publishing, reviewing, and searching content which is available via self-service or directly to agents. Empower employees, customers, and suppliers to get the answers they need 24x7, decreasing inquiries into the organization.

**Assignment Notifications**

Integrates directly with email servers and notification alert applications.

**Data Visualization**

Clarisifies the complex intelligence data and presents it as a clear display with connecting lines to show their relationships.

Column Case Management addresses all types of case work, including investigations, incident management, service requests, and process-to-decision. Built on the most powerful workflow engine used by 80% of the Fortune 500 and federal organizations such as the US Defense Intelligence, Column Case Management offers organizations the most robust solution in the market.

### Focus On Performance

- Dynamic Case Orchestration
- Integrated Rules Engine
- Highly Configurable System and Role-based Security
- Embedded Process Management
- Proven in Large Scale Deployments
- Reconciliation Engine
- Workload Management
- Relationships Intelligence
- Property/Evidence Records Management
- Universal Search
- Case Prioritization
- Case Lifecycle Management
- Data Duplication Management
- Cloud, on-premise, or hybrid of both
- Attachment Processing

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About Column Technologies

Established in 1998, Column Technologies is a global technology, management consulting, and services company with proven success across the public and private sectors. Headquartered in the United States, Column has offices in Australia, India, and the United Kingdom, as well as a global partner network.

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