

Capgemini Business Agility

Case Management with Oracle technology

1 Business Challenge

- Deal with unstructured processes
- Necessity to evaluate cases against the organizational policy or procedure to determine the appropriate outcome
- Full overview of activities related to a case and ability to be in control at any given moment
- Necessity to integrate work done in a heterogeneous environment
- Adhere to legislative and ethical requirements

2 Solution

For a case owner this solution provides an overview of all activities related to a case across a heterogeneous application environment at any moment during the lifecycle. Management information is available through tools such as a portal and tailored dashboards. These 'at a glance' tools enable swift reaction to and resolution of problems and bottlenecks.

3 Results & References

- Fast Agile delivery in an existing heterogeneous of the Case Management solution
- This solution is part of the Capgemini t-Police Operational Police Solution (COPS) solution

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DEMO POLICE CASE 360° view: case

Case G-4567 Burglary

Case Completion Status

65%

Missing objectives
Related evidence
Completion suspect list
Approval interrogation



Send report

Linked Incidents to Case

Incident Number	Incident Name	Incident Type	Status	Location	Created
A-3095	Stuffed toy car found	Claim	Pending	Stockholme center	14/03/2012 11:01PM
B-1064	Mobile cloning report	Fraud	Pending	Carita Stan	13/03/2012 10:01PM
A-2304	Stolen tv	Theft	Incomplete	Stockhagen	01/03/2012 11:50PM
F-2349	Stolen wallet	Theft	Complete	Stockholme Center	04/01/2012 11:01AM
B-1293	Car damage scratches	Claims	Complete	Carlsberg Stockholm	09/02/2012 12:33PM
A-7290	Door sensor	Theft	Complete	Stockholme Center	01/03/2012 11:01PM

Unlink all incidents

Case processes

New Edit Delete

- Case Initiation ■ ▶
- Case Research ■ ▶
- Extended Case Research ■ ▶
- Case Finalization ■ ▶
- Case Review ■ ▶

SUSPEND ALL

Documents

Case_G4567

- 01 Incident
- 02 Crime Scene
- 03 Financial
- 04 People
- 05 Evidence
- Forensic
 - 3492 Forensic Report.docx
 - 3492 Forensic Request Hair.docx
 - 4502 Forensic Request shoe .docx

Officer at crime scene

Create Incident

Incident Number: N - 3456

Incident name: Dispute neighbours about noise

Incident Type: Dispute

Incident Priority: 3 - Medium

Assign Approval To: 345

Location: Kungshuseten 3 and 4, Stockholm

Involved people

Person ID	Last Name	First Name	Involvement	Telephone Number	Involved Since
D-2364	Johnson	Hans	Officer	08-7627400	14/03/2012 11:01PM
B-3482	Bjornson	Ann	Suspect	08-8727424	13/03/2012 10:01PM
W-5245	Larsson	Ruby	Witness	08-7621300	01/03/2012 11:50PM
W-2345	Georgios	Igor	Witness	08-2327444	04/01/2012 11:01AM
B-3405	Krieger	Hanna	Suspect	08-8727200	05/02/2012 12:33PM
C-4452	Olson	Idge	Officer	08-9627701	01/03/2012 11:01PM

Unlink all people