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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