

Modernize Your Agency's Case Management to Increase Efficiency and Reduce Costs

NTT DATA Intelligent Case Management

Automating manual processes helps manage high case volume by:

- Dramatically reducing errors
- Significantly improving time and cost savings
- Enhancing operational efficiencies
- Universally improving user experience

Tailored, user-focused solutions for the entire case management lifecycle

Imagine having an integrated set of automation and analytics tools and capabilities that can empower your agency to modernize legacy systems and processes. NTT DATA Intelligent Case Management, our vendor- and tool-agnostic approach to comprehensive case management, does just that.

We use the latest tools to create solutions tailored to the unique needs of each agency. With our advisory services — from business intelligence transformation, big data strategy and information governance to health checks and predictive capabilities — you get a differentiated user experience (UX) throughout the entire case management lifecycle.

Our proven methodology encompasses:

- **Adaptive case management.** Our Agile approach to modernization ensures that robust rules, data and architecture support the optimal technical strategy by delivering features such as case folders, content indexing, role-based workbenches, prebuilt business rules, activities and milestones.
- **Differentiated UX.** By incorporating lean UX principles into case management requirements and design processes that include information architecture, journey mapping, visual design, usability, design comps and trends, we maximize and ensure alignment with case management form, fit and function.
- **Intelligent process automation and data analytics.** By enabling intelligent process automation with the NTT DATA Automated Full-Time Equivalent (AFTE) toolset, we enable government agencies to automate, monitor and predict non-repetitive tasks to ensure efficiency, predictability, transparency and traceability.

Faster solution deployment, reusable assets and domain expertise

NTT DATA provides top to bottom modernization using a comprehensive approach that incorporates:

- **Immersive UX framework**
 - » State-of-the-art case management experience
 - » Architecture and visual designs based on our lean UX practices
 - » Journey mapping, heuristics analysis, high- and low-fidelity design comps and more
- **Integrated intelligent process automation and artificial intelligence (AI)**
 - » Automating repetitive, high-volume processes and tasks previously performed by people
- **Data analytics framework**
 - » Comprehensive, proven predictive analytics model for rapid deployment based on leading big data, machine learning and complex event processing tools

- **Implementation**
 - » Complex integration
 - » Cloud solutions (private, public, hybrid)
 - » Case management development and configuration
- **Accelerators**
 - » Lean UX AFTE
 - » Predictive analytics platform for case management
 - » Proprietary process assessment tool
- **Professional services solutions**
 - » Microsoft Dynamics
 - » Salesforce.com
 - » MicroPact entellitrak
 - » Pegasystems
- **Management and support services**
 - » 24x7 global support, L1-L3
 - » DevOps run
 - » Flex staffing

Client success stories

NTT DATA saved the Department of Justice over \$27 million by eliminating duplicate systems and achieving significant time savings with electronic case control and automated correspondence across 1,000 system users.

We help a Department of Justice client resolve immigration cases within a highly complex network that encompasses 275 judges, 58 courts and 300,000 matters annually.

NTT DATA's leadership on the Justice Security Tracking Adjudications Records System enabled the Department of Justice to successfully integrate 29 bureaus and achieve transparency across disciplines for the first time in its history.

A full complement of case management services

Intelligent Case Management can help you modernize processes to increase efficiency and reduce time and cost, including:

- **Advisory services**
 - » Application rationalization
 - » Business process optimization
 - » Enterprise organization architecture
 - » Roadmap creation
 - » Organization consolidation
 - » Usability tune-up
 - » Center of excellence/DevOps/release management set up



Visit nttdataservices.com to learn more.

NTT DATA Services partners with clients to navigate and simplify the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. As a division of NTT DATA Corporation, a top 10 global IT services and consulting provider, we wrap deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.

NTT DATA