

CaseManager

Solving complex and costly HR problems with the integration of a pre-packaged, bolt-on solution for HCM.

Business Challenge

The administration of employee benefits and providing employees with answers for HR queries and concerns has become extremely complex and time consuming for management staff. Employees are dissatisfied with the response times and management is unhappy with the time and resources spent to compile accurate responses.

A brief survey conducted by LBI of a random sample of customers and local businesses brought the following responses:

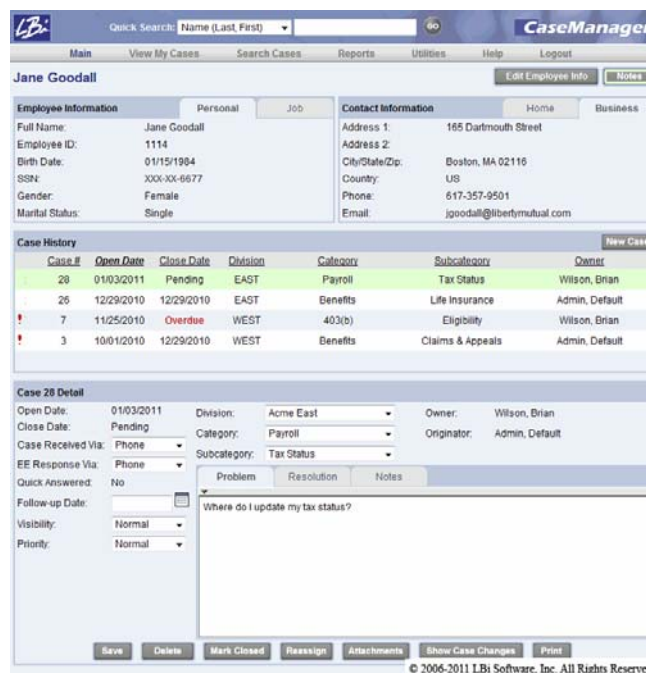
- Takes too long to provide HR answers to employee questions
- Cannot apply information learned from previous research to new queries
- Inability to statistically track topics or primary concerns
- Audit trail of particular calls are non-existent
- Difficult to update documentation, manuals and policies with information learned from queries

The survey results coincided with the information we were hearing when we would engage HR managers in discussions of their most pressing concerns and issues.

From the information provided by these high-level managers and executives, LBI crafted the design concept of a comprehensive solution for handling these types of problems that when integrated into the ERP or HR system can accelerate the resolution of HR queries and reduce the associated costs.

The Solution

CaseManager is a complete, browser-based application providing a comprehensive solution for managing and tracking HR, Payroll, and Benefits calls - from the Customer Service Representatives (CSRs) to the HCM Specialists who support the escalated cases. CaseManager will help to reduce calls over time by identifying policies, procedures, and guidelines that can be presented more clearly. CaseManager provides payback for your investment by reducing the calls and by providing the data necessary to streamline HR policies and documentation.



CaseManager provides a comprehensive solution that streamlines case management for employee call centers

CaseManager lets Customer Service Representatives and associated staff enter and track information about calls, e-mails or questions entered directly into the CaseManager employee portal. CSRs can quickly pull up data about the employee asking the question, review their case history, and enter new cases based on the inquiry. If the CSR is not able to quickly resolve the case, the system automatically forwards it to the appropriate Specialist. In addition, CSRs and Specialists are able to view all relevant cases with the click of a button. Full featured reporting provides authorized personnel both summary and detail reports to reveal where they might be lacking in resources or knowledge base.

The Benefits

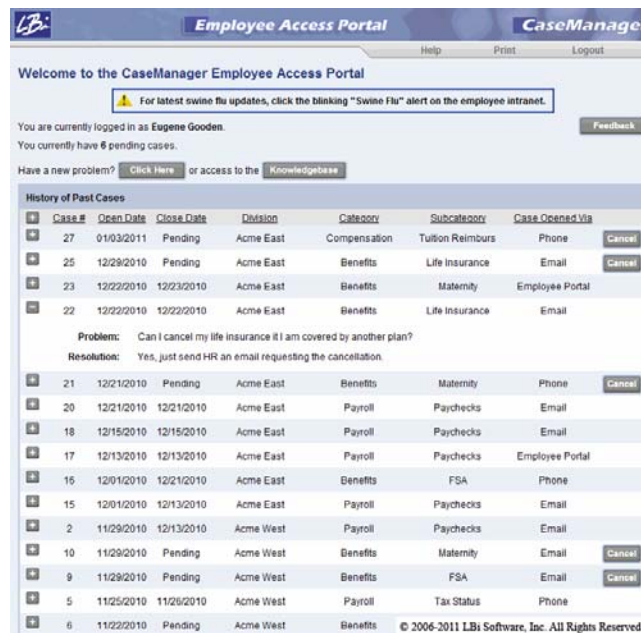
With CaseManager, LBi was able to listen and understand the wants and needs of a customer and implement an ideal solution that perfectly meshed with them. By reducing overall problem resolution times and increasing the number of successful calls, CaseManager improves the performance of Customer Service Representatives (CSRs), while increasing employee satisfaction and retention.

Managers can create a growing knowledge database of common problems and resolutions and can track how the Knowledgebase is being used. CaseManager also provides call center management with critical trend analysis to produce valuable metrics such as the reasons for calls, resolution time, CSR effectiveness, training issues and more and makes it all available in an “at a glance” dashboard.

By integrating these metrics with a series of reporting tools, companies can reduce calls over time by identifying policies, procedures and guidelines that need to be presented more clearly. As a result, managers and decision makers can take proactive measures to address potential issues with employee documentation or CSR training. By reducing the volume of calls, CaseManager will provide a valuable return on investment.

As a fully web-enabled, secure application, CaseManager also includes Employee Self-Service features that make it especially useful in environments where representatives are located in multiple sites around the world.

CaseManager is developed in JAVA and utilizes BIRT for the reporting component. All reports are also available in graphical formats. The database can be Oracle, SQL Server, DB2 or MySQL.



Employee Access Portal CaseManager

Help Print Logout

Welcome to the CaseManager Employee Access Portal

For latest swine flu updates, click the blinking "Swine Flu" alert on the employee intranet.

You are currently logged in as Eugene Gooden. Feedback

You currently have 6 pending cases.

Have a new problem? [Click Here](#) or access to the [Knowledgebase](#)

Case #	Open Date	Close Date	Division	Category	Subcategory	Case Opened Via	
27	01/03/2011	Pending	Acme East	Compensation	Tuition Reimburs	Phone	Cancel
25	12/29/2010	Pending	Acme East	Benefits	Life Insurance	Email	Cancel
23	12/22/2010	12/23/2010	Acme East	Benefits	Maternity	Employee Portal	
22	12/22/2010	12/22/2010	Acme East	Benefits	Life Insurance	Email	
Problem: Can I cancel my life insurance if I am covered by another plan?							
Resolution: Yes, just send HR an email requesting the cancellation.							
21	12/21/2010	Pending	Acme East	Benefits	Maternity	Phone	Cancel
20	12/21/2010	12/21/2010	Acme East	Payroll	Paychecks	Email	
18	12/15/2010	12/15/2010	Acme East	Payroll	Paychecks	Email	
17	12/13/2010	12/13/2010	Acme East	Payroll	Paychecks	Employee Portal	
16	12/01/2010	12/21/2010	Acme East	Benefits	FSA	Phone	
15	12/01/2010	12/13/2010	Acme East	Payroll	Paychecks	Email	
2	11/29/2010	12/13/2010	Acme West	Payroll	Paychecks	Email	
10	11/29/2010	Pending	Acme West	Benefits	Maternity	Email	Cancel
9	11/29/2010	Pending	Acme West	Benefits	FSA	Email	Cancel
5	11/25/2010	11/26/2010	Acme West	Payroll	Tax Status	Phone	
6	11/22/2010	Pending	Acme West	Benefits			

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CaseManager Employee Access Portal
Employees can enter their own questions and check case status