



eclipse  
A UXC COMPANY



# CASEPOINT™

## Case Management powered by Pivotal

CasePoint is a Case Management Solution that combines the best of the Pivotal 6 with purpose-built functionality to deliver complete case management. Delivered by Eclipse, CasePoint offers case capture, categorisation, processing, management and reporting using comprehensive workflow that tracks, escalates and resolves issues quickly and easily.

Don't develop the software in-house or invest in costly bespoke code that must be maintained. CasePoint delivers a commercial-off-the-shelf (COTS) software system designed for government, agency or corporate case management.

Delivered on the proven architecture of Pivotal 6, CasePoint offers comprehensive functionality and a wealth of implementation experience from previous installations across Australia and internationally.

With CasePoint, you'll spend less time building, implementing and maintaining software and more time focusing on business critical priorities.

“

Pivotal 6 delivers a good fit to AHPRA's requirements, easy customisation, a smart client user interface, high user adoption and satisfaction at other organisations and integration with external systems as well as with Microsoft Outlook and other internal applications.

”

*Del Stitz, Director Implementation  
Australian Health Practitioner Regulation  
Agency (AHPRA)*

# Why CasePoint for Integrated Case Management?

CasePoint eliminates paper-based processes and replaces them with best-practice workflow.

CasePoint not only consolidates past and ongoing complaints and issues, it adds your unique business rules to automated workflows so your contacts get what they need and ensures your team systemically manages each case from creation to closure.

Built on the proven architecture of Pivotal 6, CasePoint delivers a consolidated contact view. The achievement of a single, organisation-wide and intelligent view of your cases delivers one, real-time version of the truth. A single repository for shared data ensures that interactions with various stakeholders are handled with the same degree of care, while referencing the same information across all departments, geographies and channels. Using consistent workflow and business processes will also ensure your cases are handled efficiently and consistently with a full audit trail.

## Case Management

- |                             |                           |                                  |                         |
|-----------------------------|---------------------------|----------------------------------|-------------------------|
| ● Enquiry Management        | ● Compliance & Monitoring | ● Auditing, Logging & Tracking   | ● Mailing Lists         |
| ● Case Strategy Plans       | ● Enforcement & Outcomes  | ● Complaint Management           | ● Subscriber Management |
| ● Case Management           | ● Penalties & Prosecution | ● Activity Assignment & Tracking | ● Feedback              |
| ● Case Assessment           | ● Workflow Management     | ● Case Reporting                 | ● Root Cause Analysis   |
| ● Investigations & Outcomes | ● Grievance Management    | ● Correspondence Management      | ● Systemic Issues       |



Address Validation



Security & Role Data



Development Tools & Advanced Integration



Reporting



Document Management



Searching Queries



Outlook Integration



Pivotal Toolkit



De-Duplication Utility



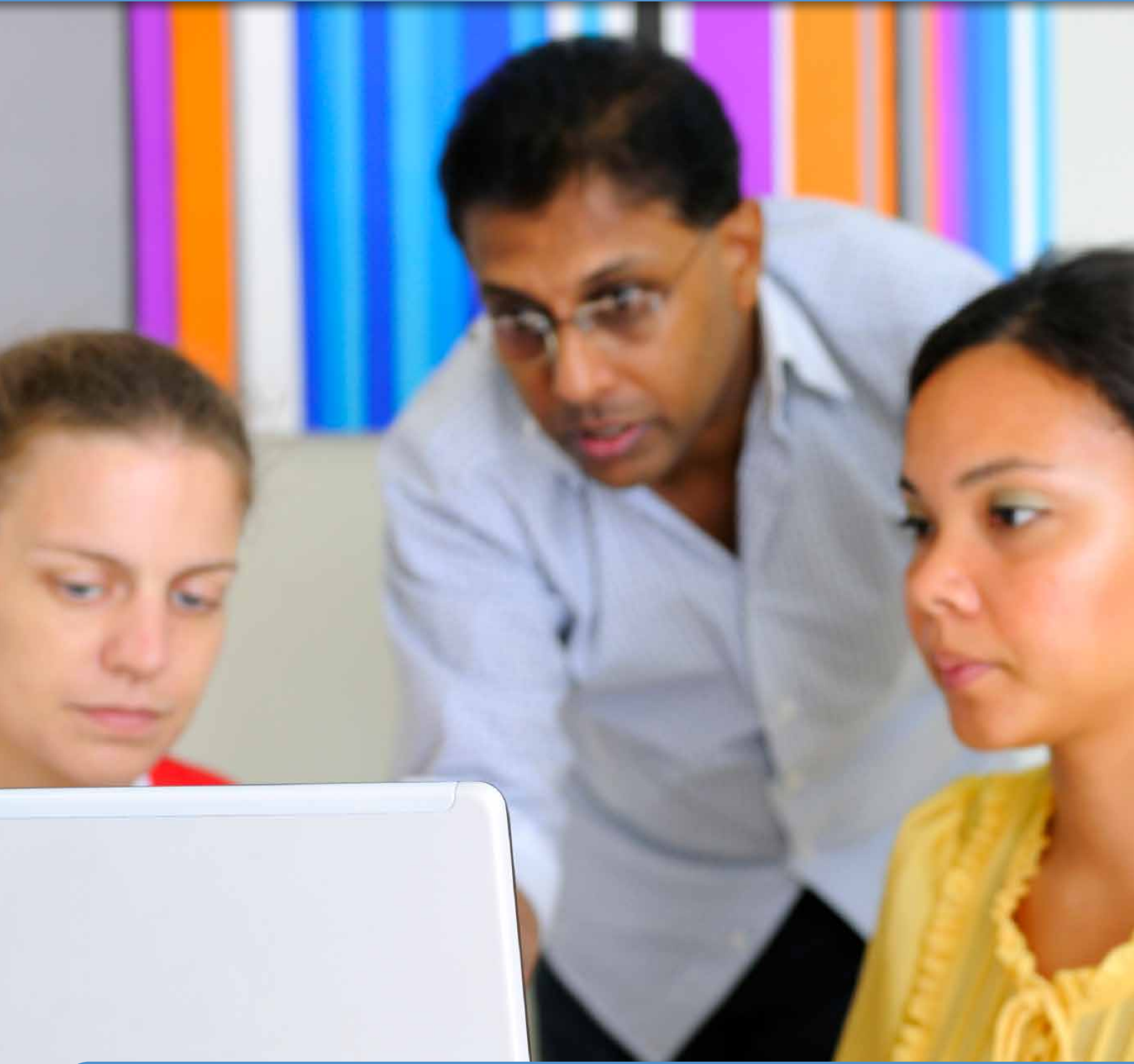
Workflows / Process Tools



SharePoint Integration



Visual Studio Forms Designer



## Benefits

- Consolidated view and shared data across the organisation – A Single Source of Truth
- Configurable to meet your business requirements and processes
- Organisation wide standardised and proven processes
- Receive cases and communicate via multiple channels
- Systemic Issue identification and Root Cause analysis
- Standardised document templates and mail merge
- Secure data with CasePoint's role based security engine
- Case management with workflow rules, escalation triggers, case history, categorisation and audit trail
- Pre-built, standard reports, plans and workload monitoring
- Integration into external systems and data sources



## Key Benefits of CasePoint

### Consolidated view and shared data across the organisation – A Single Source of Truth

CasePoint delivers one, real-time version of the truth. With a single database, all data is kept in one place but can be shared across all departments, geographies and channels. Every staff member has access to the latest version of case data.

All contact information, documentation, issues, decisions, outcomes and conditions are stored in one place, accessible to all staff. Any decisions or recommendations made, any outcomes identified and any related parties (including communication there-with) are all stored in one place, reliably and securely.

### Configurable to meet your business requirements and processes

CasePoint is a powerful solution that comes not only with a wealth of rich case management functionality but also the toolkit that allows complete flexibility. Screen layouts, categorisations, fields, workflows and reports are just some of the configurable components available to all CasePoint customers.

### Receive cases and communicate via multiple channels

CasePoint brings multiple inbound communication channels into a single Notification Queue for centralised recording, assessment and processing. Whether issues are reported over through a call centre, inbound email queues, as hardcopy letters, as activities generated from internal process or driven from web-based forms, CasePoint centralises all your communications.

Once a case has been created, on-going discussions, notes from meetings and other interactions with relevant external parties or organisations will all be recorded within CasePoint. When discussions and decisions have been completed, CasePoint records the outcomes when the matter is finalised.

### Organisation wide standardised and proven processes

CasePoint is built on proven case management workflow and best-practice business processes. With CasePoint, you do not need to 'reinvent the wheel' as your case management process is delivered through workflow with easy-to-use procedures for opening, escalating and resolving issues and complaints. The Case initiation, processing and management functionality within CasePoint includes:

- Enquiry Management
- Case Assessment
- Complaint Management
- Investigations & Outcomes
- Compliance, Monitoring, Interviews & Conditions
- Enforcement & Outcomes
- Penalties & Prosecutions
- Outcome Notification
- External referral of cases to a panel, board or committee

As a CasePoint customer these workflows can be utilised either fully or in part however you are not restricted to ONLY these workflows. CasePoint includes complete flexibility over how workflows operate giving customers the ability to precisely map their existing business processes.

#### ▼ CasePoint main portal

From	Subject	Received	Size	Category
John Black	Acknowledgement of Complaint and Referral	Wed 15/09/2010 11:10 AM	4 KB	
Dave Bally	Investigation required - Case 10/00052	Wed 15/09/2010 11:10 AM	4 KB	
Richard Gibson	Case 10/00048 - Submitted to Board Agenda for 30 September	Wed 15/09/2010 11:13 AM	4 KB	
Juanjo Salasando	Enquiry about my complaint (49957)	Wed 15/09/2010 11:14 AM	4 KB	
Cathy Green	Open Cases Review	Mon 4/10/2010 1:01 PM	7 KB	

Case Status	Descriptor
Draft	Draft : 10/00054 : Normal
Draft	Draft : 10/00055 : Normal

Descriptor	First Name	Last Name	Anonymous	Main Issue	Create Date
ENG-49565 : 10/42010 : Cathy Green	George	Hitchell	<input type="checkbox"/>	[Complaint] Over Counter Service	4/10/2010 1:08 PM
ENG-49963 : 7/15/2010 : Cathy Green	Markaton	Spencer-Boyle	<input type="checkbox"/>	[Access] Facility Unavailable	15/07/2010 1:33 AM

Mon	Tue	Wed	Thu	Fri
Open Cases Review 10:12, 30 Cathy Gr				

Subject	Due
Click here to add a new Task	
Prepare Open Cases report	Mon...
10/00052 - SJ Action 2 - Re-Assessment	Thu...

## Systemic Issue identification Root Cause analysis

Each case has at the heart of it one or more core issues. Across a number of cases a common set of issues may become apparent. Such issues are what are known as 'Systemic Issues'. Identification of these issues can drive organisation wide change and make a real difference to the number of complaints recorded. CasePoint's advanced reporting functionality can highlight systemic issues and provide context to each issue by relating significant cases where the issue has been recorded.

## Standardised document templates and mail merge

All correspondence generated from CasePoint can be based on a series of predefined document templates. This ensures that all correspondence is consistent and carries the same look and feel. Additionally, documents that need to be legally approved prior to sending can be locked to prevent editing.

## Secure data with CasePoint's role based security engine

Ensure privacy and confidentiality using CasePoint's role based security engine. Assign users to appropriate security roles thereby providing access to only the application functions and case data they are allowed to utilise. Confidential or sensitive data remains protected and accessible only to senior users.

## Integration into external systems and data sources

Organisations the world over typically have a number of different data sources storing everything from customer records to product information and HR data. CasePoint's integration facility allows customers to reference data from external systems without having to duplicate or migrate existing data. Display case data in line with other relevant data and do all your case management work through one user interface.

## Case management with workflow rules, escalation triggers, case history, categorisation and audit trail

CasePoint's inbuilt workflow rules support your Case Officers in every aspect of case resolution. Cases are categorised according to pre-defined parameters and then handled from beginning to end according to customer's business rules. Each categorisation can influence how the workflow handles a case.

This ensures that case management is streamlined, follows best practice and improves communications across the organisation. The Case resolution process includes escalations built on custom criteria. These may include defined activities that need to be undertaken, outstanding actions with time-sensitive alerts or other escalation triggers.

A full audit trail is kept for every case that records every action performed.

## Pre-built, standard reports, plans and workload monitoring

CasePoint delivers sophisticated reporting functionality. All users can access key reports from the personalised dashboard. As well as the suite of standard reports, users will be able to create and save their own reports. On their personalised dashboard, each user can also access an individualised summary of their workload including current and outstanding activities. Managers can also access a portal displaying a summary of their team's activity and performance.

Case monitoring plans can also be generated from CasePoint. These plans record all activities completed within a case with time/date stamps, task owners, activity status and any other relevant information generated from the workflow process.

### ▼ Case Form

The screenshot shows the 'Case Form' interface for Case ID 10/00852. The main window displays case details for a complainant named Jones, Frederick. The interface includes a left-hand navigation menu with options like 'Create New...', 'Case Alerts', and 'Update'. The main content area shows a table of 'Key Parties' with columns for Name, Role, and Contact Information. Below this is a 'Processes' table showing the current stage as 'Assessment Process' with a process lead of 'Cathy Green'. The right-hand side of the form contains 'Case Identification' fields such as Status, Priority, Case Number, and various dates.

The screenshot shows the 'Activity Work Basket' search form. It features a search bar at the top and a 'Refresh' button. Below the search bar, there are filters for 'Show: Meetings', 'Scheduled', and 'Between' dates. A table titled 'Retrieved 2 Items' displays search results with columns for Type, Subject, Date, Completed, and Attachments. The results include 'Initial Meeting on Case 10/00852' and 'Open Cases Review'.

### ▲ Activity Work Basket search form



## Our Projects

Eclipse has implemented and supported Pivotal solutions since 1998.

These have included case management, licensing, compliance and resource management and other complex workflow-based solutions implemented for companies and government agencies Australia wide (or throughout Australia).

At Eclipse we have a 'customer for life' philosophy, servicing and supporting our clients and continuously improving on their Pivotal 6 systems. Examples of client projects include:

### Australian Health Practitioner Regulation Agency (AHPRA)

The National Registration and Accreditation Implementation Project (NRAIP) selected Eclipse to supply, configure and deploy a registration software application for use by the new Australian Health Practitioner Regulation Agency (AHPRA), which went live on 30 June 2010. This was the first single, national registration and accreditation system built for ten health professions, representing some 600,000 medical practitioners. The Pivotal implementation for AHPRA has 500 Employee Users, 600,000 Registrants, over 1million Applications, and over 50,000 Notifications (Cases) annually.

### Health Care Complaints Commission (NSW)

Originally implemented in 2004 with over 100 employee users, the HCCC is currently upgrading their "CaseMate" solution from Pivotal 5 to Pivotal 6. The Pivotal solution at the HCCC has evolved from simple complaints management as solution requirements have expanded. Wide-ranging Case Management functionality has been implemented at HCCC allowing for multiple parties to be involved, and for complex workflow processes to be set up and monitored, from assessment to investigation to legal processing.

### NSW Food Authority

The original Implementation of Pivotal was undertaken in 2002 and the NSW Food Authority now has some 100 Employee Users looking after almost 15,000 Licensed Businesses, 55,000 Notified Businesses and handling 25,000 Inbound Calls per year. The NSW Food Authority originally implemented Pivotal to manage the licensing of food businesses across NSW. Since implementation Pivotal has been further developed to enable the exchange of financial information with SAP; recording of and workflows for the management of all inbound calls, complaint investigations, audit, inspection and enforcement activities; management of data to supply the name and shame register; and has recently been integrated with TRIM enabling records management compliance.

NSW Food Authority are currently undertaking an upgrade of the solution to Pivotal 6 to utilise the latest technology from Microsoft like embedded Outlook and SharePoint and the improved task-based user interface.

▲ Telephone Enquiry Form

▲ Contact form showing a Case linked to a Contact Record

**Eclipse is a State & Federal Government panel provider / endorsed supplier.**

# CasePoint Features

Enquiry Management	<ul style="list-style-type: none"> <li>• Capture and record inbound calls, emails and hardcopy enquiries.</li> <li>• Vetting process to determine if the Enquiry validates to be a Case.</li> </ul>
Case Assessment	<ul style="list-style-type: none"> <li>• Capture of the Assessment(s) conducted against the case by the Assessor.</li> <li>• Record information on the outcome and any actions required.</li> <li>• Categorise each case according to business rules and process each individual case recording only the relevant data.</li> </ul>
Case Management	<ul style="list-style-type: none"> <li>• Provides a full view of all interactions and activities of the Case in a tabular form at your finger tips.</li> <li>• Record information relating to the key Parties of the Case e.g. the Complainant and Respondent.</li> <li>• Capture details of the matter. Dates of the incident, the source, the issue(s) and incident description.</li> <li>• Record Activities. i.e. phone calls, emails, conciliations.</li> <li>• Track Case Status and duration of the case being opened.</li> <li>• Case Assignment to Case Officer, Investigators, or Assessors.</li> <li>• Provide a full view of all interaction of the Case in a tabular form.</li> </ul>
Complaint Management	<ul style="list-style-type: none"> <li>• Capture feedback, both positive and negative</li> <li>• Automate dispute resolution policies and procedures</li> <li>• Escalate, Respond and React to every complaint submitted – Nothing gets lost</li> </ul>
Grievance Management	<ul style="list-style-type: none"> <li>• Manage staff Grievances quickly, efficiently and confidentially.</li> </ul>
Investigations & Outcomes	<ul style="list-style-type: none"> <li>• Capture the Investigation(s) conducted against the case by the Investigator.</li> <li>• Record information on the outcomes and any actions required.</li> </ul>
Compliance, Monitoring, Interviews & Conditions	<ul style="list-style-type: none"> <li>• Capture Compliance requirements to meet regulations.</li> <li>• Record any conditions against a particular Organisation / Individual.</li> <li>• Record a series of scheduled tasks against a particular Organisation / Individual for the purpose of Monitoring to ensure they meet the Conditions imposed.</li> <li>• Record Interviews for a particular Organisation / Individual.</li> </ul>
Penalties & Prosecutions	<ul style="list-style-type: none"> <li>• Define the Penalty type, the amount and when applied.</li> <li>• Record information on any penalties or prosecutions imposed resulting from the Case.</li> </ul>
Auditing, Logging & Tracking	<ul style="list-style-type: none"> <li>• Record field value changes. Such as; previous value, current value, date and time of change and Who made the change.</li> <li>• Turn off/on the audit logging.</li> <li>• Create user and security access.</li> </ul>
Workflow Management	<ul style="list-style-type: none"> <li>• Apply workflow business process against a Case.</li> <li>• Assignment of steps to a Case Officer/Manager or to a Department.</li> <li>• Sequential or Branching workflows.</li> <li>• Email notification to the assignee/department at the initiation or completion of a step.</li> <li>• Record the outcomes of each of the steps.</li> <li>• Manage and configure workflow templates for given business processes</li> </ul>
Activity Assignment & Tracking	<ul style="list-style-type: none"> <li>• Activities assigned by Workflow or by individuals from other departments based on certain actions</li> <li>• Activity tracking made possible via User dashboard portals which displays the User assigned and outstanding items</li> </ul>

# CasePoint Features cont.

Case Reporting	<ul style="list-style-type: none"><li>• Produce reports/output in the following format: Microsoft Excel, CSV, TXT, XML, PDF</li></ul>
Mobile Devices	<ul style="list-style-type: none"><li>• Application available for handheld devices including iPhone/iPad, Blackberry and Windows mobile devices</li></ul>
Correspondence / Document Management	<ul style="list-style-type: none"><li>• Supports a range of contact activities:<ul style="list-style-type: none"><li>• Call</li><li>• Meeting</li><li>• To-do</li><li>• Note</li><li>• Message</li><li>• E-mail</li></ul></li><li>• Create activities, search for activities based on different criteria, view or modify activity records, and generate activity reports.</li><li>• Seamless integration with Microsoft Outlook. This enables the system to make use of the calendaring, e-mailing, and scheduling features in Outlook.</li><li>• Record every piece of correspondence between complainant and respondent</li></ul>
Integration to External Systems	<ul style="list-style-type: none"><li>• Ability to integrate to external operational solutions such as ERP, financials</li></ul>

## CasePoint – Built on Leading Technology

Pivotal 6 offers inherently flexible three-tier architecture, a powerful development platform, and a cutting-edge Smart Client. Pivotal 6 is the perfect platform for CasePoint, with the ability to modify, integrate, deploy, and maintain the solution via the customisation toolkit.

Pivotal 6 has been designed to work closely with existing systems, giving employees access to familiar tools. Users can continue working with their favourite productivity tools (such as Microsoft Outlook) and still have all their customer information seamlessly accumulated in the CasePoint system.

We can also build rich integrations across your organisation with a centralised, easily discoverable set of web services. As Pivotal 6's portal is based on Microsoft SharePoint, you can use SharePoint Web Parts to extend your CasePoint solution even further.

For more information, contact Eclipse



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