

# Case Management System Modernization

Are you seeking to improve your case management system to greatly improve the efficiency of the users, taking advantage of the very latest technology, while being flexible enough to accommodate changes in business processes without requiring custom development?

Jeskell has highly trained and highly skilled consultants who are integral to the success and performance of our Case Management Modernization practice area – a technology focus area for Jeskell for over 10 years.

Whether it's on-prem, hybrid or fully cloud based, our approach is described below. Our ability to customize the system tailored for your business processes combined with leading commercial digital process automation software to drive your modernization project to the highest possible outcome.

## JESKELL'S APPROACH:

For replacing or modernizing a case management system or even a paper-based management system, we start with studying the current environment. We look at all the things that come into the environment on a daily basis and then we look at everything that needs to go out. We then study all the sharing, approvals and routings of the case as it makes its way through the process. We do our best to develop a keep it simple approach to processing the ins and outs and processing of the "business" processes. We build our systems to be the place where the user does their work / tasks and then we use the data points in the workflow for any and almost all reporting that is desired of the systems.

We build new websites and forms based on requirements and we can develop dashboards to provide immediate feedback on any of the processes that are deemed of interest to know the current status, including counts of forms submitted, in process, completed, and cases in process, completed, etc..

## CUSTOM DASHBOARDS AND ALERTS

If desired we can develop dashboards to provide immediate up to date feedback on any of the processes that are deemed of interest to know the current status, including counts of forms submitted, in process, completed, and cases in process, completed, etc. And any other metrics pertaining to the Case Management System.

We have built into our systems the functions of timelines with red, yellow, green lights to alert the user of tasks and their impending due or expiration dates. File

status indicators as to whether all the needed components of a case file are present.

## CUSTOM SOLUTIONS VS COMMERCIAL SOFTWARE COTS

In today's world of complexities and differences in the processes of organizations, it is highly unlikely that there is a totally Commercial-off-the-shelf (COTS) product that will meet all the requirements of any individual organization. We have found the most efficient and cost-effective methodology is to use a COTS platform that provides all the feature function that

an organization requires. On top of this we typically take the Case Management out of the box client and apply customizations that tailor fit the user experience and features to the requirements delivering the best of both worlds for a highly custom solution built on a commercial platform that is considered a leader in the field of Digital Process Automation.

Jeskell has built different kinds of Case Management systems depending on the requirements.

### DATA MIGRATION SERVICES

Almost all our engagements have included data migration. We have data migration experts on staff that maintain data integrity while migrating so you can focus on your business and modernization priorities.

For more information on the details please contact Greg Lefelar.

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