



## Case Management Framework

*Developed by Advanced Management Technology, Inc.*

The Metastorm Case Management Framework Process Pod, which is designed to support and enhance the already powerful Metastorm BPM® Suite, enables you to expeditiously create effective automated solutions for Case Management items, such as investigations, customer support, team collaboration and patient information. It provides the core functionality to solve case management problems. Core functionality includes management of submissions, cases and activities, customizable search, reports, administrative forms, and code segments for validation and verification of data entry.

To use the framework, you insert your forms and fields, and update the customizable search, administrative forms, and reports. If an activity is more complicated than what is supported by the framework out-of-the-box, it may also be customized.

The expected implementation timeframe for the Case Management Framework Process Pod is approximately 6-8 weeks, but will vary based on your requirements. The general approach is to review requirements, develop a process narrative, implement an initial capability, test and deploy, and update as required.

The Case Management Framework Process Pod was developed by Metastorm DNA® Partner Advanced Management Technology, Inc. (AMTI), a Tetra Tech Company. Support is available through a Professional Services engagement. For more information on the Case Management Framework Process Pod, contact AMTI at [BDinfo@amti.com](mailto:BDinfo@amti.com).

For more information on how Metastorm solutions can help you, contact us at 1 877-321-META or [sales@metastorm.com](mailto:sales@metastorm.com).

## Highlights

### Framework Capabilities

- Allows you to rapidly develop and deploy a case-based process application
- Enables your development team to focus more closely on the problem and less on technical implementation
- Supports multiple independent but related activities
- Provides predefined roles for segregating actions and accessing data
- Provides code segments for field validation and verification, email notification, and other functions
- Established a baseline for a best practices approach to Case Management