



# Metastorm Enterprise for Government Case Management

From ensuring national security and conforming to privacy and information security standards to meeting efficiency targets and complying with freedom of information initiatives, government entities face an array of challenges in today's complex geopolitical environment. A common thread of each of these types of programs is that they revolve around case management and the collection of significant amounts of information. This requires effective processes and infrastructure -- gathering, organizing, and analyzing information for each situation, determining the best course of action, and delivering measurable results.

Metastorm addresses your case management challenges with Metastorm Enterprise, an integrated portfolio of fast and flexible Enterprise Architecture, Business Process Analysis, Business Process Management, and Integration software to help you visualize, analyze, improve, and execute your case management processes and systems.

## Metastorm ProVision®: Transform Case Management Initiatives

As an end-to-end solution for Enterprise Architecture and Business Process Analysis, Metastorm ProVision enables you to create a holistic picture of your case management processes, make better decisions about how they should work, and continually improve operational performance.

By documenting strategies and processes in Metastorm ProVision, you ensure information consistency, visibility, and transparency in your programs. It allows you to easily define the elements of a case management process, as well as collaboratively model, analyze and understand the relationships to other key elements, such as business goals, strategies, problems, impacts, organizational participants, and related business and enterprise architecture. Metastorm ProVision allows you to discover and visualize your current business processes and then conduct sophisticated simulations and analysis of where and how they can be improved to deliver greater value and improved business resource optimization. In terms of case management, it enables you to:

## Highlights

### Benefits

- Model, analyze and improve complex, cross agency initiatives
- Support the case management line of business initiative within the FEA
- Increase administrative service quality and consistency and promote greater accountability

- Improve investigative processes and increase inter-agency collaboration without sacrificing quality or security
- Evaluate potential litigation and take a consistent, compliant approach to case building
- Collaborate to deliver adaptable, best-of-breed processes across the organization

### Customer Success

- U.S. Department of Justice, Office of the Federal Detention Trustee
- Social Security Administration, Office of the Inspector General

*Learn about these and other Metastorm customer successes at [www.metastorm.com](http://www.metastorm.com)*

- *Model, analyze and improve complex case management initiatives.* For example in law enforcement, investigative services from a variety of military and civilian agencies, as well as foreign and domestic intelligence services are actively engaged in millions of investigations. Metastorm ProVision allows you to model the process for handling such a large number of cases, and create visibility into inter-agency collaboration. You can analyze as-is processes and create improved ones that ensure agencies are sharing the right case information with each other, while at the same time maintaining the proper level of compartmentalization and data security.
- *Support the case management line of business within the Federal Enterprise Architecture (FEA) Framework.* Metastorm ProVision supports the FEA framework by providing access to models that are visually organized and structured like the FEA. Using Metastorm ProVision, you can develop and evolve lines of business initiatives such as case management, financial management, human resources management, and grants management.

### *Economic and Effective Data Collection*

As part of the Metastorm ProVision offering, Metastorm Discovery™ is an interactive process discovery tool designed to enable faster and more accurate collection of data, process understanding, and process metrics that can be used to drive business process modeling, improvement, and optimization as part of your case management initiatives. This solution allows you to easily and economically collect actual experiential data on case management processes to determine areas where opportunities exist for continuous process improvement. For example, with an investigative case management solution, Metastorm Discovery could help you identify trends in the subject profiles that require more experienced investigators. With this process insight, you'll be able to more efficiently assign and process case work.

Metastorm Discovery can capture information about all steps in a process. This data can be used as input for modeling an "as is" process and analyzing potential improvements using Metastorm ProVision. The intent is to optimize each process to meet specific strategic objectives such as minimizing costs, accelerating response time, or improving productivity. The optimized processes can then be deployed and automated through the Metastorm BPM® suite.

## Metastorm BPM®: Deliver Adaptable, Best-of-Breed Processes

Metastorm BPM, Metastorm's Business Process Management software suite, enables you to create consistent, repeatable processes that can enforce process adherence, ensure authorization and security, and maintain an audit trail of both content and actions for your case management program. It enables you to improve processes based on real-time execution data and provide ongoing management, control, and monitoring.

Whether your agency's role is administration, investigations, or litigation, Metastorm BPM can support you by applying consistent processes to the work you do. It provides a framework for you to capture, execute, measure, and improve any type of business process – including both human-centric and system-based activities. Using Metastorm BPM, you can:

- *Increase service quality and consistency and promote greater accountability.* Metastorm BPM enables higher quality and consistency of service by providing standard processes for applicants, case workers, and other administrative employees. You can deploy your case management processes to all channels, from your web site to telephone service centers to branch offices, and replace paper forms with online versions that are automatically checked for completion and routed to the

appropriate parties for action. With Metastorm BPM, your knowledge workers can use e-mail, enterprise portals, and Microsoft Office applications – the tools they already work with every day – to perform their roles in your processes. This will enable you to manage hundreds of thousands of cases simultaneously, whether they take hours or years to complete. Every case action is documented, guaranteeing compliance and promoting accountability.

- *Improve investigative processes and increase inter-agency collaboration without sacrificing quality or security.* Metastorm BPM improves collaboration and encourages innovative approaches to investigation while insuring that proper protocols are followed and that data is secured. It makes your investigative processes available for mobile field investigators through PDA devices and secure web sites, enabling them to file reports from the field. You can change investigative procedures rapidly as missions or objectives change. In addition, you can automate repetitive, system-intensive tasks like background and credit checks, freeing knowledge workers to concentrate on more critical jobs. Metastorm BPM also helps you establish secure, role-based access to your case information, enabling better information sharing within your agency and with other agencies. The integrity of your case data will never be compromised – Metastorm BPM complies with all of the latest encryption and security standards, including NIST/NIAP CCEVS certification.
- *Evaluate potential litigation and take a consistent, compliant approach to case building.* Sometimes investigative or administrative case work results in the need for legal action. Metastorm BPM can bring the structure and definition to the chaotic case building activities litigators often struggle with. It helps you manage the organization of physical evidence, depositions, and other case components. And you can automate much of the production and submission of standard court filings and documents. As an added benefit, you can integrate your case building processes with your billing system, enabling accurate billing and improved resource planning. Because Metastorm BPM can deploy functionality to the web and to PDA devices, litigators and support staff are enabled to update case information from virtually anywhere.

## MIM: Achieve Rapid and Cost-Effective Integration

Metastorm Integration Manager (MIM) can help you integrate and leverage your existing applications, databases, file systems, and mainframe programs. Whether deployed as part of the Metastorm Enterprise suite or on its own, MIM provides a robust platform for case management. It supports case management by enabling:

- Data governance and process integrity of integrated systems
- Complex system-to-system process management
- Guaranteed secure file transfer and legacy system support
- Out-of-the-box integration with Exchange, Microsoft Office (including Office 2007), popular portals like WebSphere and MOSS
- Rapid integration with legacy applications

With MIM, you have visibility into and can control even the most minute system tasks within the construct of a business process, and you can capture an automatic audit trail of system activities for case management purposes.

# The Value of Metastorm for Case Management

Metastorm helps government entities align administrative, investigative, and litigation objectives for a complete case management solution. Agencies and their supporting IT organizations can collaborate to deliver adaptable, best-of-breed processes across the organization. The ultimate beneficiary is the citizen.

<b>For Case Clients</b> <i>Protecting their rights with effective execution and measurable results</i>	<b>For Government Employees</b> <i>Visibility into and control over case management processes</i>	<b>For Government IT Staff</b> <i>Rapidly respond to changing business requirements</i>
Streamlined, integrated processes for quicker resolution	Alignment of processes and systems across agencies	Support for case management line of business initiative within the FEA
Consistent, easy experience regardless of channel (web, phone, or in person)	Consistent case management processes reduce errors and enable faster completion	Complete support from a single vendor with market-leading customer care
Employee performance that exceeds formal and informal service level agreement expectations	User- and role-based security compartmentalizes information and protects government interests	SOA-ready, enabling you to leverage your SOA investment and use web services in processes
Security of working with an agency that can demonstrate compliance for both operations and data security	Use existing desktop applications for work (Outlook, Microsoft Office, portals, web clients)	Out-of-the-box integration with other enterprise applications using Java, .NET, and Web Services Process Orchestrators
Less paperwork and expanded data entry options (web, telephone service center)	Build compliance and reporting directly into processes (SOX, HIPAA, etc.)	Out-of-the-box integration with Exchange, Microsoft Office (including Office 2007), and popular portals like WebSphere and MOSS
Processes that more clearly define who does what, i.e., citizen's responsibility versus agency's responsibility	Outsource case activities and integrate outside process parts into your case management processes	User authentication and role definition via Active Directory, LDAP directory or database
Faster case resolution times with a higher degree of accuracy	Simulate case load changes and procedural changes and identify impacts on your operations	Deploy via browsers, portlets, Web Parts, and Microsoft Office, or use our robust XML-based forms designer
Documentation of all steps so that when something goes wrong, there is a record of actions that can help determine appropriate resolution	Empower investigators and administrative employees to improve the case management process and see the big picture	Complex system-to-system process management including guaranteed secure file transfer and legacy system support
Proactive visibility into case events and milestones	Capture institutional knowledge as part of the process, preventing "brain drain" from employee turnover	Meet scalability and disaster recovery requirements via load balancing and failover support
Enhanced sense of national security and stability	Deploy in any language with full language support and locale-specific date and time support	Embedded business rules engine, plus support for external business rules engines including Fair Isaac, BizTalk BRE, and others

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

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