

ORACLE'S PUBLIC SECTOR CASE MANAGEMENT ANALYTICS

KEY FEATURES AND BENEFITS

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- A “best practice” library of over 150 prebuilt role-based intelligence dashboards, reports and alerts
- One common, fully-integrated modern web architecture
- Next-generation, scalable enterprise BI platform
- Communications for agency-to-citizen, agency-to-agency, and agency-to-third party providers
- Assignment of high volumes of cases to employees with the right skills and availability
- Data integration from multiple channels and back-office applications
- Team collaboration and information sharing among employees, agencies and partner organizations working on a case

KEY BENEFITS

- Actionable insight across all roles from agent to executive
- Adaptive case management, enabling intelligent and rapid action
- Reduced errors, fraud and abuse, while enhancing benefit and service delivery to target clients
- Complete reference architecture out-of-the-box, all pre-integrated and pre-configured

Oracle's Public Sector Case Management Analytics has been designed to meet the needs of a broad range of case management uses. It builds on and extends the capabilities of the Siebel Case Management and Social Services solution to infuse service organizations and case managers with insights to increase efficiency and transparency, and to transform their service delivery capabilities. This analytics application for Case Management provides visibility into service performance covering cases, organizational efficiency, workloads and backlog. With role-based Performance Scorecards and Work Center dashboards, case worker and executives are provided with key performance indicators that they need to ensure that programs are meeting stated goals and complying with policies.

Challenges:

Many organizations lack visibility into their program performance and processes for prolonged, multi-step client interactions. This lack of visibility impacts an organization's understanding of employee and partner workloads, identification of at risk clients, analysis of program success or failure, and ultimately impacts reimbursement rates. Without a 360 degree view of a client, service personnel can't coordinate agency collaborations, referrals, and caseload management. And, it is difficult to track a client through the various stages of service, or the types of benefits and services being delivered to them. Improving program delivery and client outcomes is a continual challenge.

By introducing analytics throughout the Case Management process, Oracle has built a solution that provides outcome based modeling, in-process reviews (with comparisons across the organization), insights into bottlenecks, and the ability to do deeper, root-cause analysis – all of which work together to support rapid realignment and measureable improvements in case management and service delivery performance.

A Complete Solution:

Oracle has taken the best practices for case management from leading Public Sector and Service organizations and built a reference data model for case management. From this reference data model, we have built a Case

Management Analytic semantic layer for metrics, dimensions, and hierarchies, as well as role-based dashboards. In addition, we have taken the best practices and described the best analytic workflows to manage case-worker efficiency and optimize team performance. Now Supervisors can see where backlogs exist and what steps are taking the most time, while working to streamline and improve the efficiency of the team.

The Public Sector Case Management Analytics solution includes:

- Pre-built warehouse with 15 star-schemas designed for analysis and reporting on case data
- Pre-built ETL to extract data from over 1,000 operational tables and to load it into the pre-built data warehouse
- Pre-mapped metadata, including best practice calculations and metrics for a case management organization
- A “best practice” library of over 1000 assets including pre-built intelligence dashboards, reports, metrics and alerts for case workers, analysts, managers and executives.

There are pre-built, role-based, dashboards for Case Processing, Service Requests and Incident Processing to assist with organizational efficiency; there are dashboards for Current Case Loads and for tracking in Queue and Overdue Activities; there are case worker and team Performance Scorecards and Work Center dashboards to manage and prioritize case “to do” lists.



Figure 1. Oracle’s Public Sector Case Management Analytics delivers insight to case workers and supervisors, e.g. case duration dashboards by type, team and key indicators.

ABOUT ORACLE BUSINESS INTELLIGENCE APPLICATIONS

Oracle Business Intelligence Applications provide complete, real-time, and enterprisewide insight for all users, enabling fact-based actions and intelligent interaction. Tailored for more than 20 different industries and designed for rapid deployment at a low cost of ownership, Oracle Business Intelligence Applications are prebuilt solutions that start with the customer, embrace any existing corporate data source, and are seamlessly integrated with Oracle's transactional solutions to increase effectiveness across the entire customer life cycle.

All Oracle Business Intelligence Applications are powered by Oracle Business Intelligence Suite, Enterprise Edition Plus—a high-performance, highly scalable, and highly reliable next-generation BI platform that can be used to extend existing analytic solutions to meet any enterprise BI need. Additional information about Oracle Business Intelligence Applications is available at www.oracle.com/goto/obja

RELATED PRODUCTS

Oracle Business Intelligence Applications include:

- Oracle Financial Analytics
- Oracle Procurement and Spend Analytics
- Oracle Project Analytics
- Oracle Supply Chain and Order Management Analytics
- Oracle Human Resources Analytics
- Oracle Sales Analytics
- Oracle Price Analytics
- Oracle Marketing Analytics
- Oracle Loyalty Analytics
- Oracle Service Analytics
- Oracle Contact Center Telephony Analytics

To manage workload and streamline processes, there are pre-built navigations and analytical workflows to allow for quick investigation and analysis; pre-built metrics that provide quick performance indicators for teams or individual case workers, backlog analysis to allow mid-course corrections or early alerts and a real-time environment that automatically prioritizes workload. The Oracle Business Intelligence Foundation and Tools provide regular updates on and can analyze correlations among types and amounts of benefits, client characteristics and case outcomes enabling measurement of incident and client tracking, and identification of best practices.

Summary:

With increased demands, budget deficits and shrinking funding levels, together with the growing costs to administer programs, organizations need to optimize the efficiency and effectiveness in all of their operations and client interactions. With Oracle's Public Sector Case Management Analytics, organizations can improve program delivery and client outcomes, deliver a single view of the client across programs and partner providers, and proactively monitor service delivery, costs and results.

Contact Us

For more information about Oracle's Public Sector Case Management Analytics, please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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