

AVEPOINT CASE MANAGEMENT

FOR MICROSOFT CITYNEXT

Traditional case management systems lack automated processes and cross platform support, making them inconvenient and inefficient for citizens, field officers, managers, and system administrators alike. Logging and tracking cases manually increases chances for human error and data security breaches, and prolongs service delivery.

AvePoint's Case Management System (CMS) provides an all-in-one solution using the latest technologies to help you maximize your resources, and deliver fast and responsive services to your citizens.



RESPOND

Provide the highest level of service to citizens by drastically reducing response times with automatic, location-based case routing.

Remote access to relevant case information, and request additional resources and assistance, all from mobile devices,



TRACK

Effectively allocate resources and prioritize issues with up-to-the-minute status and location of field staff.

Centrally manage the entire case lifecycle, documenting elements including interaction with citizens, task routing, escalations, resolutions, and citizen feedback.



IMPROVE

Improve processes and ensure optimal service delivery by pinpointing inefficiencies with robust reporting and case management analysis.

Monitor team KPIs with management dashboards to continuously optimize processes and resource allocation.

EASY CASE MANAGEMENT WITH AVEPOINT

From task routing to completion, AvePoint CMS transforms your operations by retiring inefficient, manual or paper-based systems and processes. Combining user-friendly design with result-oriented strategy, AvePoint CMS automates case routing and centralizes all case related information such as requests, incidents, and investigations from reporting through to completion.

AUTOMATED CASE MANAGEMENT. ENHANCED SERVICE DELIVERY.



FOR YOUR FRONT LINE STAFF

- Eliminate lengthy manual forms and promote paperless business processes.
- Increase overall efficiency and service delivery by providing a direct channel for receiving, tracking, routing, and managing cases.
- Proactively allocate resources and track progress of service requests by viewing key metrics – including request status, type, and location – through a centralized dashboard.
- Automatically route assignments to field officers with mobile case response management tools using geolocation technology, reducing response times and simplifying internal processes.
- Receive real-time progress updates from field workers, enabling smooth communication and intradepartmental transparency.
- Reduce investigation and inspection process times from weeks to days through workflow integration and automated case routing.



FOR YOUR FIELD STAFF

- Improve response efficiency with better prioritization. View assigned tasks on the go based on location, request type, or urgency.
- Quickly and accurately respond to service requests using integrated location services and route planning via mobile devices.
- Log response activity directly into mobile devices to annotate and close out cases in real time.
- Annotate cases with rich media – including photos, video, and audio – as evidence of violation as well as for subsequent response and resolution.
- Easy access to case photos, documents, audio files, video footage, and other related information. Case officers are able to update and retrieve information when performing field tasks.



FOR YOUR AGENCY

- Review key metrics and data trends over time – including incoming request types, request locations, and average response times – to enhance planning and resource allocation as well as improve citizen satisfaction ratings
- Stay apprised of team performance at all times using easy-to-read dashboards with detailed statistical analyses of key performance indicators and resource allocations.
- Optimize overall return on investment and provide superior service delivery with an integrated system and modernized platform.
- Improve reporting, findability, and data quality by classifying requests with a centralized taxonomy as well as the ability to roll back unintended modifications or deletions.

NEXT STEPS

To find out more about AvePoint's solutions for Microsoft CityNext, please contact CityNext@AvePoint.com

Accessible content available upon request.