

Armedia Case Management

Essential, Extensible Case Management

Overview

Armedia Case Management (ACM: the essential, extensible case management system) is here now. Essential: ACM provides the essence of case management, the core features needed by most customers. Extensible: ACM is designed to be customized by each customer to support their specific requirements.

The screenshot shows a dashboard with navigation tabs: Dashboard, Complaints, Cases, Leads, Workflow Tasks, Notifications, Search, and Reports. Below the tabs is a 'Personal Workbox' section containing two tables.

CL	Priority	Complaint	Title	Opened	Due Date	Last Update
U	Routine	AR0135-10	This is the first complaint.	10/20/09	04/12/10	02/21/10
S	Routine	AR0150-15	This is the second complaint.	11/26/09	04/15/10	03/26/10
C	Routine	AR0201-10	This is the third complaint.	09/02/09	03/09/10	02/02/10
U	Routine	AR0203-13	This is the fourth complaint.	12/20/09	04/12/10	01/06/10

CL	Case	Title	Agent	Opened	State
U	SIGAR	Inspector X Does Something Noteworthy	Agent Bill	10/20/09	Pending
S	SIGAR	Inspector Y Does Something Noteworthy	Agent Lucy	11/26/09	Pending
C	SIGAR	Inspector V Does Something Noteworthy	Agent Raphael	09/02/09	Pending
U	SIGAR	Inspector S Does Something Noteworthy	Agent Nancy	12/20/09	Pending

The true power of this product lies in the time, cost, and effort saved, as well as the sheer wealth of information unlocked, that would otherwise remain buried in antiquated filing systems."

- James Bailey
President, Armedia

Armedia Case Management is built on Armedia's extensive experience developing case management systems for our customers. ACM provides first-class support for the fundamental characteristics embodied in all case management systems:

- **Case files:** Collections of related work with individual case numbers, titles, and responsible users (also known as the case owners).
- **Documents:** Written records of the organization's knowledge gathered through working the case.
- **Tasks:** Assigned work performed to close the case.
- **People, places, and things:** Essential knowledge about real-world entities involved in the case.

Benefits

- **Seamless user experience:** First-class dashboard interface supporting all user roles through intuitive workflow and the latest Web 2.0 technologies.
- **Fast and Flexible:** ACM is a small set of custom business components integrated with the Enterprise Content Management repository of the customers choice (Documentum, Alfresco, Sharepoint).
- **Share with others:** ACM supports data exchange with external partners, customers, or suppliers using the National Information Exchange Model (NIEM): <http://www.niem.gov>.

Partners



Features

Armedia Case Management enables electronic management of case files:

- **Case Profile:** The case owner maintains the data about the case (the case title, case type, synopsis, and other relevant information).
- **Documents:** The case owner and other authorized users add documents to case files. These documents are the organization's corporate history of how it responded to and closed the case file.
- **Tasks (aka Leads):** Tasks/leads are actions to be taken by the organization to close the case, such as interviews and background checks. ACM links each task to a case file and tracks the task from creation to closure.
- **People, Places, and Things:** Every case involves people (subjects, witnesses, persons of interest), places, and things (firearms, illegal drugs, valuables). ACM links each person, place, or thing to a document in a case file, providing traceability and accountability for each piece of knowledge.
- **Workflow:** Documents are written by an author, reviewed by selected peers, and approved by the author's supervisor or other approver; this workflow can be tailored to suit each customer's needs.
- **Business Rules:** For example, "Documents filed into this special type of case must be reviewed by General Counsel;" "All tasks must be closed before the case file can be closed." Rules are customized for each customer.
- **Search and Reports:** Case files, documents, tasks, people, places, and things are indexed and searchable using the Enterprise Content Management repository's standard search tools. ACM provides built-in reports that can be customized for each customer.
- **History Logs and Audit Trails:** Every user action is recorded; system administrators can see the complete history log for every case file, document, task, person, place, or thing, and they can see the history of every action taken by a particular user.

Future Releases

Future releases of Armedia Case Management will bring further improvements to the essential, extensible case management. Key enhancements will include:

- **Integration with records management modules.** In most organizations, case files and documents are official records. ACM will support integration with DoD 5015.2-certified records management systems.
- **Automated entity extraction.** This feature will suggest candidate persons, places, or things in ACM documents; the user can easily accept or reject these suggestions.
- **Integration with link analysis tools.** Tools like Analyst's Notebook and Palantir show detailed graphic representations of the links between case files and people, places, and things.

Atlanta

200 Galleria Parkway
Suite 440
Atlanta, GA 30339
tel: 678-945-4417
fax: 678-990-8724

Washington, D.C.

8221 Old Courthouse Rd.
Suite 206
Vienna, VA 22182
tel: 866-398-0323
fax: 703-935-3030

info@armedia.com
www.armedia.com



Contract Holder
GS-35F-0819P