

# ADAPTIVE CASE MANAGEMENT



## THE BENEFIT OF USING ACM IN YOUR COMPANY

Helping your company to manage unpredictable business processes in the most efficient and effective way. **ACM** offers an agile way to guide and automate knowledge work, facilitating the handling of complex cases and projects. Enabling you to service your customer even better.

## MANAGEMENT

Planning, monitoring and reporting – managers get a 360° view on all cases, creating insight in an environment that is hard to manage, thanks to real-time monitoring and automated notifications. **ACM** makes task management easy and delivers improved business insights. Resulting in better exception handling and faster results.



## IT DEPARTMENT

Open and holistic view on case management – **ACM** is a flexible and scalable architecture that allows simple adjustments through modelling (zero code). **ACM** is open for integration and includes auto-generated forms to set up a user-friendly dashboard in no time. Building better and quicker solutions, no hassle.

## KNOWLEDGE WORKERS

Centralisation of information and collaboration – Keywords to work efficiently and share knowledge and experience between co-workers. Individual case-related information – both structured and unstructured – from all kinds of sources is stored in one virtual folder. **ACM** structures and streamlines the information flow, enabling knowledge workers to collaborate more efficiently. Reducing errors, so employees thrive and productivity increases.