



Case Management System

Comprehensive case documentation

Introduction

Case Management System (CMS) is a web-enabled application developed by NEC to manage and track the flow of cases effectively and efficiently. NEC recognizes organizations' need to efficiently manage its case operations: the impetus to reduce operating costs, leverage labor costs, reduce case documentation storage files (physical and media) and the need to provide support on time are some of the key reasons that encourage the need for a case management system.

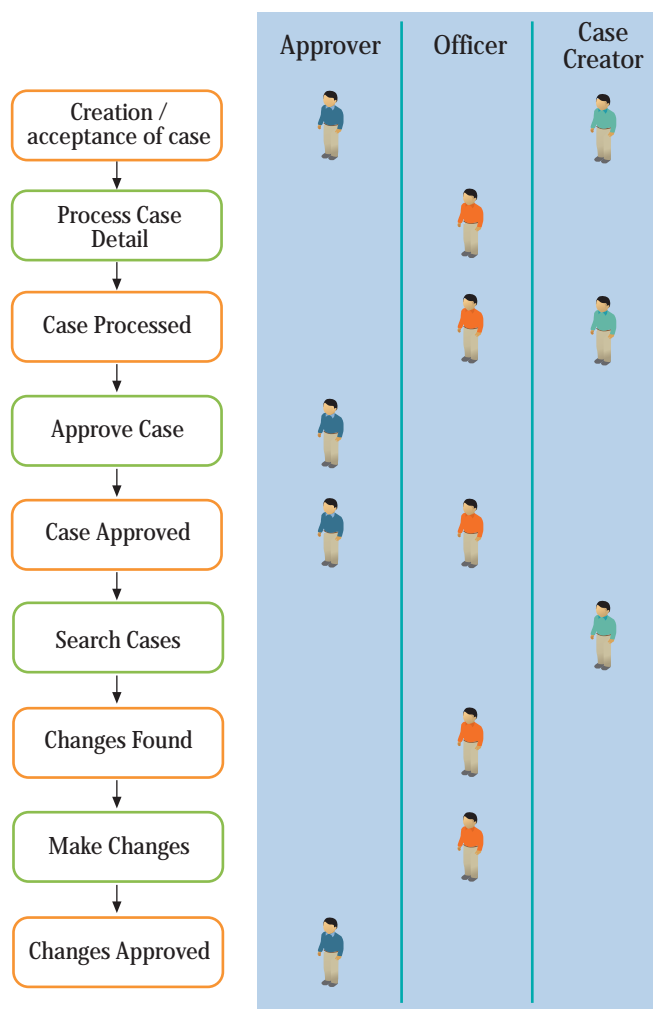
CMS provides the capabilities to execute powerful searches and streamline the organization's business flow. The case management framework provided allows organization to understand its business processes better as well as to better leverage its knowledge resources

Key Benefits

- Fully integrated system that empowers employees to access and request for case information
- Fully automated workflow that provides appropriate flow of the information to assigned users and approvers
- Role based Access control: allows the organization the ability to control and monitor access to the system.
- Cost savings in the consolidation of cases and the greater efficiency with which cases can be stored and shared
- CMS facilitates integration with external agencies to automate the case registration process thereby minimizing manual data entry and timely sharing of case outcomes with external agencies.



Case Management Work Flow



About NEC Asia Pacific Pte Ltd

Singapore-based NEC Asia Pacific is the regional headquarters for NEC Corporation (HQ: Japan) in the Asia Pacific region (South and Southeast Asia, and Oceania). As a leading infocomm technology provider and systems integrator offering regional sales and services support and consultancy, NEC APAC develops solutions on carrier network, global identity, RFID, enterprise server, unified communications, multimedia display, and contact centre, as well as provides outsourcing and managed services.

To leverage on its technological expertise in the field of public safety, NEC APAC has established a Regional Competency Centre (Public Safety) to expand its capabilities and expertise to support businesses in the Asia Pacific region.

In line with the NEC Group Vision to realize an information society friendly to humans and the earth, NEC also embarks on corporate social responsibilities (CSR) initiatives to support and "make a difference" to the Nature (environment), Education and Community.

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