

20th Century Technology Doesn't Work Anymore

So why are your processes built around it?

5 ways to modernize your core
with Adaptive Case Management





Success Doesn't Come from Standing Still

Business is undergoing a digital transformation. No longer reserved for manufacturing or retail, this movement is reshaping the way knowledge-driven industries structure their processes.

Traditional Business Process Management (BPM) hasn't been able to deliver the results needed for complex, fast-paced business. Today's knowledge worker won't stumble blindly through a rigid, structured path with unwavering focus. Knowledge workers need flexibility to veer from a pre-defined course and use their expertise to choose better outcomes. You hired professionals to think. Leverage their knowledge to achieve greater success.

How do you leverage the benefits of BPM without falling into the dead zone?

Here are 5 ways adaptive case management can transform your core business for the modern age.



1

Adaptive is the Cure for Zombie Processes

New low code, Adaptive Case Management Platforms, like eCase®, are next generation tools to enable digital business. It takes the benefits of traditional process-based work tools – transparency, efficiency, automation – combines it with a powerful engine and enables users to apply their knowledge to achieve better outcomes. The new technology prompts organizations to work smarter, collaborate and innovate to find the best solution – every time.

Adaptive Case Management is ideal for practices that employ knowledge workers. Professionals who apply industry-specific knowledge to solve a problem or accomplish a complex goal, such as leading an investigation or managing a workforce. It is not right for ‘zombie processes.’ Those processes that don’t require thought and are the same every time.

Adaptive Case Management doesn't lead by a strict process; instead, it mirrors the way you work and finds efficiencies to make your processes better. Faster. More accurate.

Your knowledge workers power the “adaptive” by choosing the right path for each specific case. They give life to zombie-processes by grouping information into cases then selecting the course of action – from changing an approval to linking a case to a new process when escalation is needed. Automation doesn't reduce the role of people, it augments it.



2

Personalization Improves the Customer Experience

At the heart of BPM is the repeatable process. It treats every interaction as a transaction – request, process, complete.

Adaptive Case Management reframes the way activities are managed. An action or request, such as a digital form submission, becomes a case. Cases capture all related activities, interactions and documents in one package. It's a holistic way of looking at a business function. No longer “one and done,” cases are treated as unique entities going through a process to achieve the best possible outcome.



This case-centric approach echoes deeper trends in business to individualize experiences. Consumers buy up to 40% more from retailers who deliver unique, tailored experiences to each user. This emotional draw doesn't just apply to retailers. Consumers turn into constituents, users, members or employees and expect the same level of service. They don't want to be treated as transactions. With cases and dynamic workflows, Adaptive Case Management enables organizations to provide a personalized experience every time while still leveraging the efficiency, speed and cost savings of BPM.

3

Make Processes More Efficient With Flexibility

In matrixed organizations processes are rarely point A to point B. They involve levels of approvals, collaboration and weave across the enterprise.

Adaptive Case Management is designed for complex processes with multiple steps, interactions and players. Once a case is created, the steps in the process are automated through workflows. Workflows dictate where the case moves to next, such as for an approval or additional input.

In BPM, workflows are static. An activity must always go through the same path in the name of efficiency. Adaptive Case Management enables the business user to define the workflow. Workflows can be pre-determined and structured - always going from A to B to C. Or, workflows can change on the fly allowing the user to choose a new path based on what they think the right outcome is for that situation – such as A to B to D to E back to A then to R. The dynamic nature of the system allows businesses to mirror spider web-like processes of large complex organizations.

With traditional BPM systems, if your process changes you would need to go back to the developer to make a change. Low code, adaptive case management products like eCase® help organizations keep pace with change through configuration, not coding using integrated tools. This eliminates the need for major technical support and puts the power back in the hands of the user.



4

Empower Users, But Control Technology

Technology is the answer to many problems – it makes things faster, smarter and extends the reach of physical activities.

But, what if your organization has too much technology?

An Adaptive Case Management Platform, like eCase®, helps organizations solve the problem of too much tech.

The platform provides a single, unified system as a base– a powerful case management engine – to build, customize and link between unique applications across the enterprise. More dynamic than traditional BPM, adaptive case management solutions enable the platform to power a wider range of business functions.



The software becomes a core part of organizational strategy to drive performance through efficiency and collaboration. Using one platform means consistent data flow, interface, reporting and easy maintenance from application to application.

The biggest benefit of system consolidation: a restful sleep for your CIO. With one platform as a base and different applications per department, it puts an end to a CIO's worst nightmare: Shadow IT. The low code, platform approach has a two-fold benefit. One platform brings consistency across the enterprise. The low code environment empowers business users to define organizational needs during application design and continually adjust applications as processes change. No longer will departments create their own homegrown systems; CIO's can empower them with tailored applications, while retaining control of the overall platform.

5

Agility Equals Better Return on Investment

Custom enterprise BPM applications often take years to develop and implement across a large organization. As processes evolve over time, a developer must re-engineer the application to meet current needs. The cycle is slow, costly and impacts audience engagement.

Adaptive Case Management platforms, like eCase®, are designed to help organizations keep pace with change. A “low code” solution, the platform speeds innovation. It enables organizations to rapidly build and deploy applications, all without custom coding. It changes the timeline from years of development to weeks.

The agility comes from the idea of configuration. Visual UI designers guide a user through making changes to commonly used features such as workflows, forms and reports. Simple drag and drop tools give users control over the system. Knowledge workers can make active decisions to keep pace with change instead of waiting for IT.

The Low Code Advantage also means less risk. Systems that can adapt have a longer lifecycle which lowers total cost of ownership. Platforms that power multiple applications consolidate maintenance issues which reduces downtime and preserves resources.

Move Business Forward With Adaptive Case Management

Choosing the right technology can speed innovation and bring your knowledge workers back to life.

eCase® is a single platform that unifies and enables digital business across an enterprise. A low code, adaptive case management solution, eCase® enables organizations to rapidly build, deploy and manage case-centric applications – all without custom coding.

Interested in seeing eCase® in action?

Contact AINS for a demo today at sales@ains.com.









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