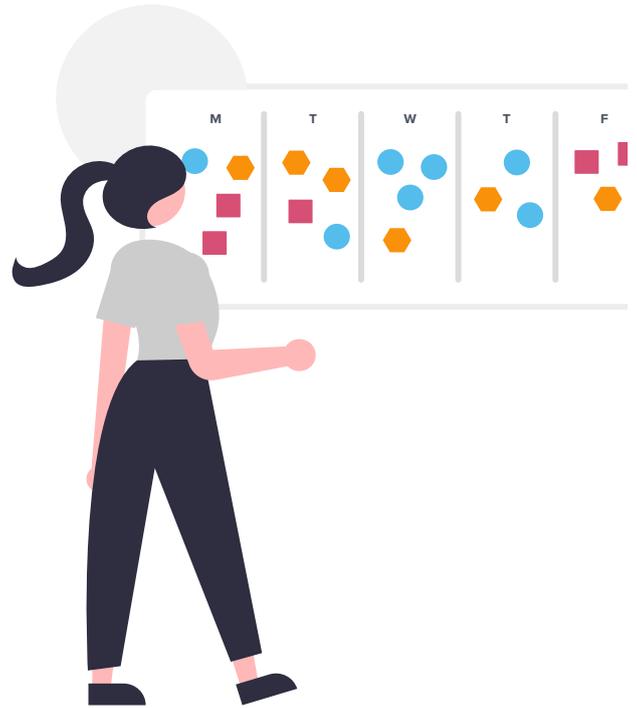


# CaseworkiQ

Manage capacity and caseload smarter with better visibility, predictability, and control.

**CaseworkiQ** provides operations managers and leaders with a complete view of case work environments. It improves decision making so operations can better manage and prioritise caseloads, forecast, plan, and manage capacity and performance. As a result, the risks (and costs) of missing Service Level Agreements (SLA) or regulatory non-compliance are reduced, and productivity improves.

**CaseworkiQ delivers 20-25% productivity increase within the first year and payback in first 9 months.**



## See further.

### Real-time operations dashboards

Make timely and informed decisions with actionable insights on case types, priority, effort resource availability, and capacity.

### Instant aggregated SLA performance

Mitigate risk of SLA failure across your operations with visibility into combined performance across case outcomes and activity types.

## Know more.

### Early warning system

Ensure cases with the biggest risk of SLA failure are prioritised by accessing a predictive view and tracking progress in real time, at individual and department level.

### Typical case profiles

Improve both your ability to resource and your process by understanding the case profile, its touchpoints and the effort they take.

## Move faster.

### Performance and capacity management

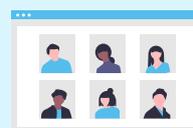
Ensure resources align with workload requirements to enable capacity release through improved productivity and opportunity to optimise individual performance.

### Accelerated backlog reduction

Improve completion rates and reduce case backlogs faster thanks to greater operational efficiency.

## CaseworkiQ enables you to:

- ✓ Get real-time visibility into all cases at aggregate and individual level to effectively manage and prioritise casework.
- ✓ Improve operational efficiency and productivity.
- ✓ Ensure the optimal level of resources required to meet SLAs are available.
- ✓ Continuously improve productivity levels and SLAs.
- ✓ Demonstrate control and compliance to regulators through a detailed compliance audit thread.
- ✓ Reduce risk of failure and avoid costs of non-compliance with regulatory commitments.



## Why choose CaseworkiQ and ActiveOps?

CaseworkiQ is the first workforce management solution specifically designed for back-office operations processing case-based work.

Paired with **coaching and operational skills accreditation** powered by a proven operations framework, it drives tangible improvements in employee productivity and operational performance in case-based environments.