

A decorative background featuring glowing purple lines and dots, resembling a network or data flow, set against a dark purple gradient.

End-to-end case management & traceability via your existing Hyland/Alfresco enterprise content management platform

Whether your industry is financial services, healthcare, manufacturing or construction, if you have teams processing and trying to manage high volumes of customer queries, you'll know the pain of trying to do this when details and documents are distributed across multiple systems and platforms.

ConxFlow from SynApps Solutions provides complete, easily configurable, end-to-end case management, traceability and reporting **using your existing Alfresco enterprise content management platform** - streamlining case handling and increasing end-to-end process visibility via a single user interface.

As well as saving the expense and upheaval of investing in a dedicated case management platform, this boosts the return on your existing content management/content services investment.

That's because all case management workflows and linked content can now be managed via your Hyland/Alfresco platform. Irrespective of whether this is deployed on your own premises, or via the cloud.

What's the problem?

All case-handling teams understand the stress and frustration of having to keep track of multiple requests. They also need to report on case histories and compliance - drawing on information from multiple, different systems.

Case traceability is especially important where organisations need to follow strict processes - to meet service-level agreements (SLAs) or regulatory targets, for example. This applies in a wide range of contexts - from finance, pensions and insurance, to health and social care, to construction/supply chain management, not to mention the whole discipline of human resources.

As well as causing frustration for the teams involved, poor case visibility can impede the customer experience - leading to complaints. It can even result in regulatory fines.

A lack of management information, meanwhile, limits the ability to address process bottlenecks and improve outcomes.

As an authorised Hyland partner, SynApps Solutions has solved these issues for users of the Alfresco Enterprise content management platform.

High-Level Overview

- ConxFlow, our all-in-one case management solution - sits on top of Alfresco (whether deployed on premise or via the cloud).
- Without the need for a separate, dedicated case management system, ConxFlow gives contact-handling case teams or project management teams and managers a single, case-oriented view of all correspondence, content, actions and next tasks.
- It provides complete traceability from the initial contact or case trigger, to resolution and follow-up too, supported by full scheduling management.
- Case teams can see at a glance all of the latest information via a live dashboard. And drill down for more detail on any aspect of a case and where it's up to, based on the user's role and access privileges.

Key Features

- The cloud-ready SynApps ConxFlow case management solution integrates with your existing Alfresco content management platform and process engine. This means there's no need to buy a costly, separate case management system.
- As a "low-code" solution, ConxFlow is extremely flexible and can be easily configured to fit your organisation's particular case management and workflow needs, spanning and managing interactions across multiple teams as needed.
- We can build rules-based routing and smart lists into your workflow to feed enquiries to the best team.
- Checklists can be applied to more complex processes, to guide users through required steps and ensure they record what was done and when (e.g. for management reporting and SLA/compliance purposes).
- Process timeline recording can be paused if parts of the process involve deferring to an external third party, to protect primary/internal SLA performance records.
- Built around a role-based user interface, ensuring that the right level of detail is provided to each user profile. For the case team leader that might include the progress of cases relative to SLAs, so that decisions can be made about re-assigning work if a team member is off sick.
- Case handling or project management team members can drag and drop documents or threads from Outlook email into case files, simply and intuitively.
- They can link related accounts and case files, add comments as they go, and delegate to other case/project team members as needed.
- Isolated or clustering issues as well as overdue cases/actions can be identified at a glance, allowing targeted interventions.
- Supports the full range of management reporting – about case SLA performance, customer satisfaction, case volumes, and the source and nature of any process bottlenecks.
- On-demand generation of management reports means your organisation can keep continuously improving the experience - for case handlers AND for customers.

About SynApps Solutions

- Formed in 2003, by a team of Content Management specialists and senior consultants
- Extensive experience in Enterprise Content Management/Enterprise Content Services and planning, delivery and support of large-scale infrastructures and applications
- Partnerships: Hyland/Alfresco, EMC, Adobe, Jive, Microsoft
- Products – ConXMail, ConXOffice, ConXSys, ConXLoader, ConxFlow