SharePoint
case management
for the public sector

Public administration workloads are increasing but resources are not. Internet and electronic workplace growth has resulted in increased volumes and complexity.

Public administration must boost efficiency to meet rising demand under staff and budget restrictions. This demands less bureaucracy, better service, faster processes, lower costs and greater client satisfaction. Public administration must achieve sustainable transformation as flexible and efficient service organizations.

Public administrations must also handle the data deluge - streamlining processes to liberate staff from the routine activities of day-to-day case-based workload. Changing from paper to e-files helps - but whether electronic or paper, files are more than just document containers.

Every case file sits inside a framework of strict rule-based, collaborative processes. To support this knowledge-based working, public administration now demands collaborative features and tools. The key is to bring informal and collaborative processes together with the more formal case management processes.

Our approach

Atos provides comprehensive solutions for electronic administration and case management for public authorities, which consist of several modules which have to be integrated in a smooth and flexible way.

Area	Business focus and implementation essentials
eFile	File handling remains at the heart of public administration. Electronic files now replace paper records. All administrative activities must be tracked with transparent process flows. The eFile is a building block for record management and is integrated with specialized applications, processes and components.
Case management	Case management is the dynamic part of the eFile comprising processes and workflows related to the case. Case management provides process-oriented orchestration – the key to efficient management support.
Collaboration	Public sector employees collaborate more and more in projects and teams which cross departmental boundaries. In the EU especially, this crosses national boundaries too. A growing demand for collaboration functions is evident. Communities and social networking with wikis, blogs and team storage become the norm – and must form a distinct and holistic part of the workplace.

Business essentials

When considering the journey ahead, it is essential to look at any prospective change of approach or practice from the perspective of essential business change.

Coherent information

Are the eFiles within your agency already available electronically? Is your data complete and reliable? Data integrity must be assured and documentation must be traceable and admissible as proof.

Seamless and media-break free processes

Are your processes from the application to notification fully electronic? Do you avoid disconnects caused by the switch between media formats?

Regulation and compliance

Are you confident in your ability to manage the continually changing regulation and compliance landscape, and to anticipate and manage the implications?

Seamless collaboration

Can the many different working groups across your agency communicate and collaborate seamlessly – using the most appropriate tools and techniques according to time, task and location?

Agile extension

Are you able to form and re-form organizationally with winning agility and on any scale – getting a single contractor equipped for immediate productivity, on the one hand, or managing a major acquisition on the other?

Atos

Atos Case Management Solution

Atos public sector case management and e-administration solution is built on Microsoft SharePoint 2013 – with carefully crafted, added-value extensions.

Atos is a leading system integrator for SharePoint – helping you take full advantage of its extended collaboration, document management and workflow capabilities.

Why SharePoint?

In the nineties and the early 2000s, many public sector agencies adopted dedicated DMS platforms. These became huge and monolithic applications which, even if they are accepted by employees, are no longer sustainable. In many public sector organizations, however, employees use Microsoft products comfortably and productively.

SharePoint offers an extensive set of workflow and rule-based business enablers. These are particularly relevant to public sector organizations pursuing sustainable eFile and case management practices.

Employees can work within an extended Microsoft environment, fully integrated with Outlook or Office as a natural progression of current working practices.

Atos SharePoint Case Management Framework and Extension

Where our public sector clients require capabilities beyond the current reach of standard Microsoft products, our development teams have developed these as integrated extensions. The most significant of these is our eFile management system. This allows public sector agencies to create and manage "case folders" which can be searched, opened and manipulated according to the specific rules and conditions affecting the individual service.

Our Case Management Solution includes:

► **Filing plan:** Filing register and scalable filing repository using multiple site collections.
► **eFile - Services:** Using and managing electronic files and cases.
► **eFile rights and access control:** Rights and access control rights to be set dynamically using predefined rules.
► **eFile - Webservice:** Access to external program functions, integrating eFile functionality into the working environment.
► **Document approval:** Integrated with SharePoint workflows.

The Atos eFile framework provides a SharePoint-based, scalable and adaptable solution which can be used in various projects and scenarios to fulfil different file requirements.

Shared experience and our services

Atos has already developed and delivered advanced case management solutions to German federal government agencies – and is ready to help other public sector clients around the world benefit directly from this experience.

To introduce case management solutions based on Microsoft SharePoint, Atos provides core professional services which include:

Process Consultancy	The introduction of electronic administration solutions is not only the installation of the IT system. It also means the analysis, change and adaption of paper-based processes and organizations to new opportunities for electronic administration.
Microsoft Technical Consultancy and Engineers	To fulfill client-specific requirements Atos has a huge team of Microsoft SharePoint and .NET experts, architects and engineers to implement SharePoint applications.
Migration	Most customers possess a lot of documents on file shares or other document management systems. Atos Consultants migrate existing documents into SharePoint from various document sources.
Quality Assurance / Testing	Experienced Atos testing managers undertake full ambiguity analysis, modeling, performance, system and integration testing.
System Management	Infrastructure and hosting experts define and deliver the most appropriate system management approach.
Program & Project Management	Atos program and project managers are highly qualified and have a strong track record in Microsoft technologies and in providing continuity and smooth transition.

Next steps

Case management and electronic file will become the cornerstones for electronic administration within government agencies in the years ahead. Atos has the practical experience, methods, skills and toolkit to help you move to that future right now.

The experience we have gained, especially in Germany, is there, ready for you to exploit and benefit. As business technologists, our approach always combines vision with practical action – and proof-of-concept and pilot can be conceived and trialed rapidly and with minimum investment.

Atos has the skills, methods and resources you need for this journey of public service transformation.

Atos and Microsoft

► Global System Integration partner:
  – Managing over 2,500,000 mailboxes and more than 400,000 mobile devices
  – More than 130 SharePoint farms serving over 1.5 million SharePoint sites
  – Over 650,000 Lync seats
► Global Gold Competency partner achieving the most specialized capabilities and commitment in 6 different categories
► 20+ years collaborative innovation
► Consistent early adopters of technologies including SharePoint, Azure and Office 365
► More than 5,700 MCP certificates

Microsoft Partner

Gold Application Development
Gold Cloud Productivity
Gold Collaboration and Content
Gold Communications
Gold Customer Relationship Management
Gold Project and Portfolio Management

For more information:
Please contact **marketing@atos.net**

atos.net