

In any list of enterprise objectives, the following appear over and over: Efficiency, Productivity, Business agility and responsiveness, Customer focus - Success in achieving these objectives requires a holistic approach to operational improvement particularly given the growing number of customer "touch points" that are now part of enterprise processes.

The Case Management Tool that provides a single view into all data, files, tasks, actions, collaborations, and history involving a specific investigation, incident, service request, or process

Work Item Management (WIM™) from Concurrent Technologies is a case Management Tool that supports the delivery of a consistent customer experience by monitoring touchpoints and business workflows, identifying situations that negatively impact customer satisfaction and organizing the enterprise-wide response.

With so many different ways for customers to interact with your enterprise, so many processes supporting each interaction and such heightened expectations for responsiveness, it's no wonder that delivering a quick, consistent customer experience remains a major enterprise challenge.

Each interaction with a customer is a potential Case or instance where your company has the potential for success or failure or a result somewhere in between. How are you tracking that interaction?

Customer touchpoints are increasing and growing more complex to include the phone, e-mail, Web site, chat, IM, Social media and more. How are you integrating those experiences?

Customer demographics are changing: post-Baby Boom generations raised on new technologies have heightened expectations for anywhere, anytime service. How are you tracking those expectations?

The processes supporting each customer experience, from point of sale or inquiry through management of workflow and delivery of your products/services, must now be more tightly integrated than ever before. Are you collecting and tracking those Cases efficiently and effectively?

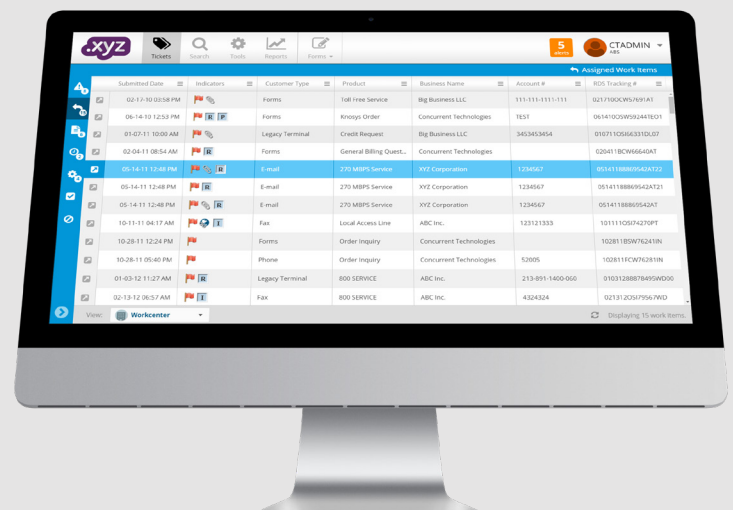
WIM™ at a glance

- Convert work processes into discreet Work Lists
- Respond to exceptions or specific customers
- Balance workloads based on business defined factor
- Comprehensive reporting on all workers and workitems

The Solution

Work Item Management (WIM) from Concurrent Technologies speeds and enhances customer service case management by monitoring all communications and interactive channels and business processes, identifying situations that require intervention and managing the resources devoted to resolving these cases.

Based on an intelligent work engine developed through years of customer engagements, Concurrent Technologies' WIM solution effectively allocates resources where they are most needed, where they will do the most good, and in the most effective manner possible.



Focused on responsiveness and customer satisfaction

The result is an end-to-end case management solution entirely focused on improving enterprise responsiveness, customer satisfaction and granular customer experience data points:

- A single solution that integrates and enhances case management responsiveness across departments, processes and geographies, as well as supporting customer self-service options.
- Captures all cases and situations/exceptions that cannot/are not being addressed by existing applications and processes.
- Provides a way to identify problem cases and oversee the response, including allocating case workloads across globally distributed customer service resources.

WIM Solution Components

- Provides a way to identify problem cases and oversee the response, including allocating case workloads across globally distributed customer service resources.
- Sales, ordering and provisioning
- Billing, order status and tracking

For implementation, WIM takes account of your business rules, routing rules, user types and hierarchy, e-mail processing configuration, etc. The result is a solution that can be adapted to your needs today and also evolves as your business model and needs change.

Getting Started

To get started, we first work with you to understand how you can best take advantage of WIM. Concurrent Technologies has worked with leading companies in telecommunications, insurance, healthcare, pharmaceuticals, manufacturing, professional services, banking/finance and more.

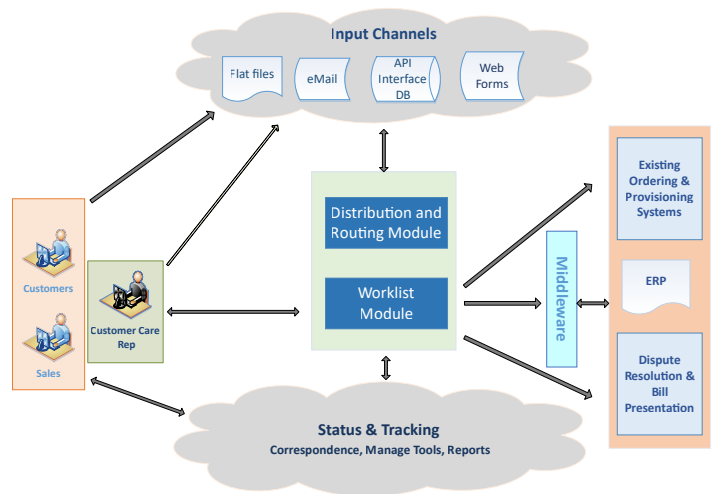
We have extensive experience integrating WIM across sales channels, legacy systems and business units. Data translation between systems is seamless: WIM includes an optional Web services connector that eliminates the need for custom interfaces to support data exchange. Pricing is based on usage. As part of our initial consultation, we provide a detailed assessment of how your organization will be able to take advantage of WIM and what level of investment is required.

CONTACT US

We welcome the opportunity to discuss how **WIM** can meet your needs.
Call: (561)-401-4100, ext-285
E-mail: sales@concurrenttechnologies.com

Seamless Access to Your Information: 24/7/365

Concurrent Technologies makes WIM available as an on-demand, Software as a Service (SaaS) solution, fully protected and managed through our cloud computing infrastructure. This removes complexity from installation, deployment and maintenance, providing you with a solution that is scalable, globally accessible and cost-effective. We take care of adapting the system to your needs as well as managing and maintaining it. You have 24/7/365 access to your data through any Web browser.



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