

CitizenCare

Citizen Services Solution

Accelerate Business Value
from your
Microsoft Dynamics®
Investments



Business Need

Citizens today have high expectations. To be able to meet them effectively, government organizations need to be easy to deal with via multiple channels and offer transparency and accountability. To cope with the pressure to deliver better and more available services, they need to find new ways to engage with citizens and ensure staff have access to the information they need, when they need it. This all has to be achieved within increasingly tight budgets.

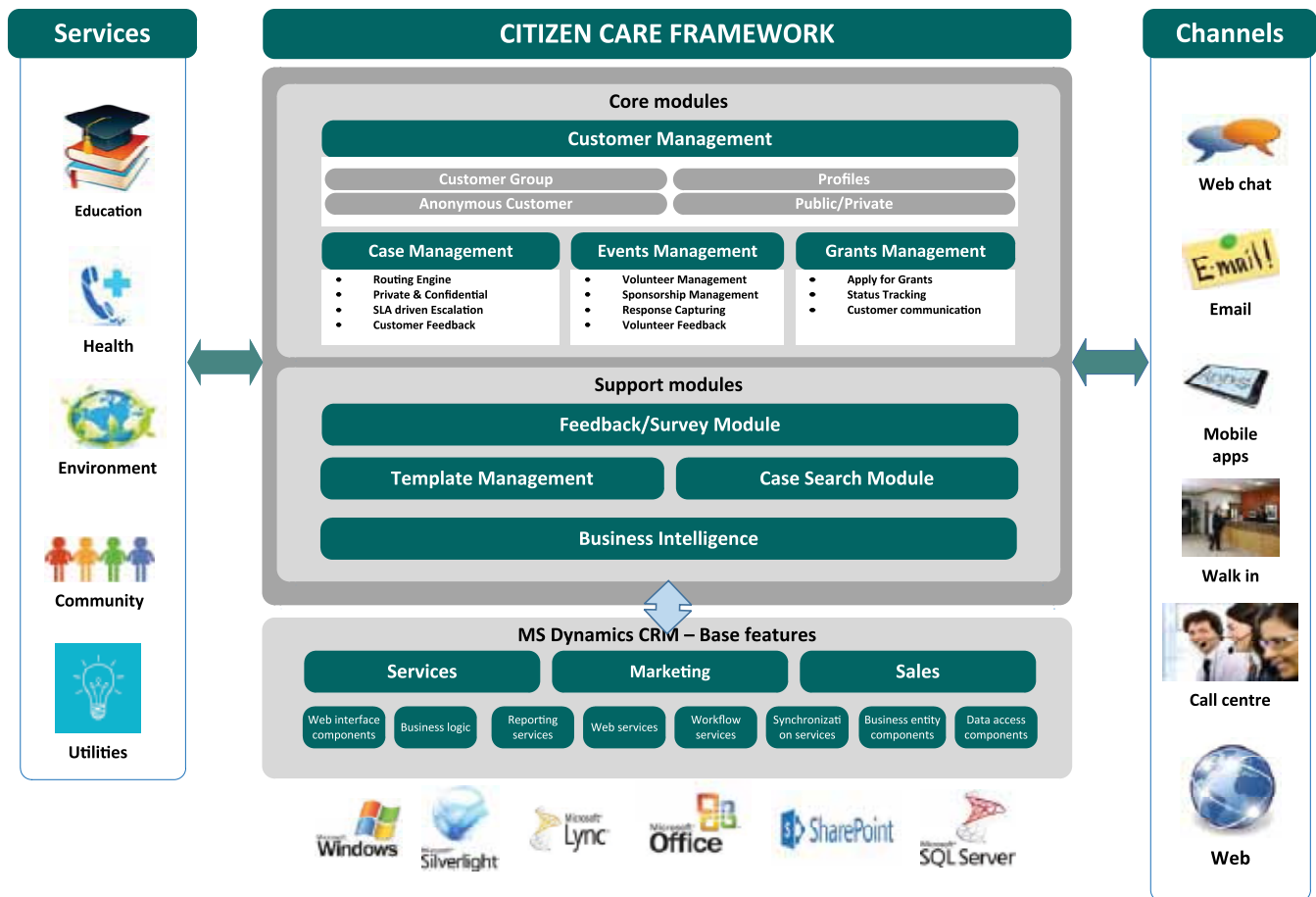
Solution Overview

CitizenCare is a Citizen Services solution that enables government and public sector organizations to transform service delivery and meet the needs of citizens now and into the future.

We have years of experience in helping public sector organizations implement solutions that deliver innovation and enable better outcomes for citizens.

With CitizenCare, organizations can establish a service

delivery model that ensures the needs of the citizen come first. With such a delivery model, organizations can not only improve services to citizens and but also incorporate greater transparency in their processes. This solution ensures the integrity of citizen-centric government programs by providing a comprehensive view of highly accurate citizen information. The solution securely collates data across multiple, disparate systems, regardless of which agency holds that data.



Solution Features

Citizen Overview

The Citizen overview feature provides detailed citizen information, including the citizen's profile, volunteering information, contact preferences, grant requests and status, interactions, survey responses, citizen service satisfaction

levels and any complaints, feedback and enquiries along with their current status.

Equipped with this information, service personnel and officers can better understand the citizen and their needs. Dashboards and reports showing information such as satisfaction levels enable government officials to make better management decisions and enhance service offerings.

Full Bodied Case Management

CitizenCare includes a feature-rich case management system, which is capable of handling complex multi-dimensional cases. Using the system, case handlers can log, research and resolve cases in a secure environment to protect sensitive and confidential data.

Robust case routing engine

Cases can be auto-assigned using in-built case classifications, providing the management team with a comprehensive view of handlers' case loads. Multi-layer case routing criteria help ensure cases are assigned to the relevant person or the team. The solution offers keyword-based routing, round-robin routing and external agency routing.

Service Level Agreement (SLA) driven escalations

A complex built-in escalation matrix tracks SLAs for all registered cases in the system. Based on the case classification and the effort required for resolution, each case type has a pre-configured SLA. An SLA tracker triggers alerts and escalation emails to both the case handler and the team manager when thresholds are about to be breached. SLA violation dashboards are also built in to simplify compliance.

Managing private and confidential cases

Government grievance handling departments often receive complaints that include sensitive and confidential information. To safeguard such data, CitizenCare solution had inbuilt privacy features that ensure only authorized users can access cases flagged as sensitive.

Event planner

The event planning feature of this solution enables users to plan and schedule various types of event and send email invites to a targeted audience. Integration with the citizen portal events module enables efficient participant registration and response

tracking. The event planner enables satisfaction surveys to be sent to the participant list and captures survey responses. It also provides additional features such as event budget tracking and volunteer management.

Grant Management

The simple and efficient grant management system offered by this solution helps government officials manage grant applications from citizens. Capabilities include multiple grant programs configuration, budget validation, grant payment option tracking, routing workflows, status tracking, approvals and grant disbursement tracking. Email notifications of grant status are automatically sent to customers and users handling the grant. Grant routing auto-assigns grants to the appropriate program officer. On closure, customer satisfaction surveys are sent to the citizen to obtain the feedback on the service delivered, while comprehensive reporting helps senior officials refine grant approval processes.

Citizen Satisfaction Survey

To support continuous improvement, this solution helps organizations gather feedback from citizens on case resolution, events or general issues. Using the solution, users can configure a survey questionnaire and publish it via a web portal, with the link triggering in an email to citizens. This solution captures responses from various channels and generates reports to enable organizations to evaluate citizen satisfaction levels.

Template Management

This solution features an easy to use template management module that enables different departments to create and store official letterheads and email templates, with mail merge and quick preview capabilities. The ability to create and send letters and emails without re-creating templates each time improves service delivery, increases efficiency and reduces the costs of complying with freedom of information requests and other legal requirements.

HCL Value Proposition

HCL's CitizenCare solution enables government organizations to:

- Improve services to the citizens
- Reach more people through multiple channels
- Increase the public service portfolio
- Provide greater transparency to citizens and enhance trust
- Increase public awareness
- Enhance public involvement in government activities

Case Study

A South-east Asian education leader uses CitizenCare for managing and tracking different types of case. It has 2100 users at its headquarters and 360 at customer-facing centers.

The HCL solution routes cases to the appropriate officer based on the nature of the case. New cases are automatically created from customer emails and Internet and Intranet feedback forms. The solution interfaces with numerous in-house student and institutional information systems to ensure data consistency.



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For more information on CitizenCare solution, write to us at hcleas@hcl.com

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