HSD
People Process Technology

DYNAMICS 365 CASE MANAGEMENT ACCELERATOR

Dynamics 365 Case Management Accelerator (DCMA)

Streamline your Case Management Processes with the Dynamics Case Management Accelerator (DCMA)

The Dynamics Case Management Accelerator (DCMA) is a prebuilt solution that leverages Microsoft Dynamics 365 and the Power Platform to improve timeliness, accuracy and effectiveness of your applications, complaints & enquiries (Case Management) processes. HSD have been delivering successful projects to Government clients for over 2 decades, with the past 10 years focusing on the Dynamics platform. During this period HSD have developed case management platforms for some of Government's largest Departments and regulatory authorities. Drawing on this experience, HSD identified a common set of case management requirements across previous projects. It was this analysis and expertise that led to the development of DCMA.

What is Dynamics 365?

Microsoft Dynamics 365 is a unified business system that consolidates enterprise resource planning (ERP) and customer relationship management (CRM) facilities into applications that work seamlessly across all aspects of your business.

Dynamics 365 is an adaptive suite of business tools from Microsoft designed to streamline and unify the way your business uses its data and processes. The core modules in Dynamics 365 provide purpose-built functionality in easy to use applications to allow you to manage your business processes and improve engagement both inside and outside of your organisation. On top of the out-of-the-box modules available in Dynamics 365, there are a variety of add-on applications which further increase functionality.

Primarily a cloud-based solution, Dynamics 365 uses a subscription licensing model to allows you to tailor a solution to your needs - start with what you need and expand the solution as and when you need it, for a more modular approach to purchasing business application management.

- The end-to-end customer journey is centralised, avoiding errors and wasted time.
- Guided processing and smart automation.
- Ensure the right people in your organisation have access to the right information through a role-based security model.
- Improve user interaction and ensure data validation with the Dynamics Portal.
- Future proof your enterprise architecture through the use of proven and supported technologies through hosting on Microsoft Azure.
- Using the Microsoft Power Platform, get detailed analytics with Power BI, create no-code mobile & web apps with Power Apps, streamline processes using Power Automate or integrate and extend applications with existing corporate and external systems.

Microsoft Dynamics

Power Automate

Power Apps

Power BI

For more on Dynamics 365 visit Microsoft's Dynamics 365 website.

So what does DCMA do?

Using Dynamics 365 for Customer Service, DCMA will take your team's standard procedures and develop them into workflows, enabling you to meet your operational & legislative KPIs. DCMA also improves your oversight through real-time dashboards that allow quick access to live data on queue management, resource planning and options for case-mix reporting based on type and process stage.

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The Case Management Accelerator extends the out of the box Cases model to cover common processes for handling complaints or processing applications. It combines standard Dynamics 365 entities with entities that are explicitly customised for complaint and application use cases to assist businesses to build process solutions. It includes the extension of the Common Data Model (CDM) to include concepts and automated workflows for managing a wider range of basic case types, including entity definitions and relationships.

HSD's "CaseAssist" feature takes your data from similar cases and uses it to suggest actions and over time will allow you to improve your processes and procedures.

DCMA can be integrated into your existing web forms, or HSD can develop a customised portal for you using the Dynamics 365 portal extension. DCMA will have you interacting with your customers on any device, from submission to status updates, and facilitating two-way communication streams.

This solution comes with the following capabilities:

- **Prebuilt entities and forms:** A wide range of entities and relationships to aid quick and efficient development of conventional Case Management solutions.
- **Reporting dashboard:** SLA-driven custom dashboard for quick access to live data on queue management, resource planning and options for case-mix reporting. Also supports custom reporting using Dynamics 365 out-of-the-box features and PowerBI.
- **Native Common Data Model compatibility:** DCMA is built using a standard set of entities that ensures consistency and compatibility across business applications and provides out of the box APIs for seamless integration to third-party or legacy systems.
- **Harness the power of AI:** get automatic suggestions and assistance with cases, from relevant resources or regulatory obligations to people who can assist.
- **Extensibility:** DCMA can be extended to suit business needs and integrated with broader Azure Services such as Integration Tools such as Logic Apps and Azure Service Bus or Power Apps to name a few.

The Dynamics 365 for Sales module can also be incorporated into the solution, providing invoice and order management functionality which can be extended or configured as your business requires.