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Case Management Accelerator for Government

Streamlining & Simplifying Case Management

WHAT IS DCMA?

The Dynamics Case Management Accelerator (DCMA) leverages Microsoft Dynamics 365 to improve the timeliness, transparency and effectiveness of your applications, complaints & enquiries (Case Management) processes.

HSD draws upon over two decades of delivering projects to Government clients and in as little as 8 weeks, 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 allowing you to respond quickly to any bottlenecks and provide accurate data to executives.

POWERED BY MICROSOFT



Microsoft Dynamics



Power Automate



Power Apps



Power BI

INCREASING EFFICIENCY

Using clearly defined workflows that allows for each case to follow the same repeatable process, which helps organisations respond to enquiries and applications in a more efficient, consistent and accurate manner.

HARNESSING THE POWER OF DATA

HSD's "Case Assist" discovers similar cases and over time will make smart suggestions to assist and streamline the process.



Review



Assess



Refer



Finalise

OPERATIONAL OVERSIGHT

Driven by Power BI, included in the accelerator is an SLA driven customer dashboard that that allows quick access to live data on queue management, resource planning and options for case mix reporting based on type and process stage.

CUSTOMER ENGAGEMENT

The convenient Dynamics 365 portal extension allows external user interaction, with user dashboards providing a view of submissions and case progress, with a facility to submit further information as requested.

Gold
Microsoft Partner



OUR PACKAGES

	Customer Service \$78,500*	Customer Journey \$150,000*	Customer Experience \$250,000*
SYSTEM FUNCTIONALITY			
Manage Enquiries	✓	✓	✓
Manage Applications (without Payment)	✓	✓	✓
Manage Complaints	✓	✓	✓
Business Workflows	✓	✓	✓
Integration with Exchange Online	✓	✓	✓
Authentication Integration with Azure AD	✓	✓	✓
Case Assist – Subject Matter Expert and Regulations Registers to assist end users to make informed and consistent assessments on behalf of the customer	✓	✓	✓
Configurable Organisation and Contact Matching queries	✓	✓	✓
Web API	✓	✓	✓
Case Management Dashboard	✓	✓	✓
Case Management Work Queues	✓	✓	✓
Dynamics Portal *	✗	✗	✓
Integration with Payment Portal and Invoices	✗	✗	✓
IMPLEMENTATION SERVICES			
Implementation workshop – includes label, Form and Business Process Flow changes in Case and Organisation entities (In days)	2	3	5
Backlog creation – see appendix for customisable items (In days)	3	4	5
Development Sprint (in weeks)	2	5	10
Additional label, entity naming and messaging updates	0	4	8
Graphical status reports based on Case entity	2 reports	4 reports	6 reports
Workflows	2	4	6
Case Assist setup – SMEs, regulations - Does not include data migration from legacy system	✓	✓	✓
Production review – UAT, package build, rollout to production, finalise documentation (In weeks)	2	3	4
Basic user guide	✓	✓	✓
Support hours per month for first 12 months (email/phone only – not onsite). No SLA, does not rollover, total system support – not per user	2	4	6
Train the Trainer	✗	✓	✓
Data Migration – includes migration into Case, Contact and Organisation	✗	Y - 3 month's worth of data	Y - 6 month's worth of data

* Excludes Microsoft Licenses