

Adobe solutions for case management

Streamline case management processes for better decision-making



“Managing case documents on paper is problematic. Inspector time is valuable, so it is not a good use of resources to have detectives standing in front of copiers and loading boxes for shipping. Using Adobe Acrobat® Professional, we can build an electronic disclosure (e-disclosure) in days instead of the months often necessary when dealing with paper.”

Mike Scott,
detective sergeant,
Ontario Provincial Police

Public safety, criminal justice, and social services case workers face several challenges that hinder their ability to perform their jobs effectively. Whether a case involves gathering evidence in a criminal investigation or determining the eligibility of a family for disaster relief funds, processing delays and errors can have serious consequences for the people and communities involved.

While previous investments in technology have resulted in some improvements, legacy back-office systems are often incompatible with each other, compromising the quality and timeliness of critical case information. The problem is magnified for cases requiring collaboration among multiple jurisdictions and tiers of government. Most processes are still conducted via paper forms and reports, so case workers spend more time chasing down information than providing decision support or assisting their constituents. And the lack of controls surrounding paper-based processes makes adhering to privacy and security guidelines difficult at best and could even put cases at risk.

Eliminating the obstacles to effective case management

Adobe solutions for case management help agencies manage information more efficiently, collaborate more easily to resolve cases faster, reduce liability risks, and empower managers to make better informed and more consistent decisions.

Adobe solutions enable agencies to replace manual data entry and records redundancies with automated business processes that flow information smoothly along the chain of reviews and approvals. By compiling all the information contained within the case jacket into an intelligent PDF document, anyone with free Adobe® Reader® software can access and act on the information, even when they're not online.

Improving information sharing and collaboration with intelligent documents

With business logic, such as data validation, routing instructions, and access controls already built into Adobe intelligent documents, case workers and managers can collaborate and share information faster and more easily, even with people who work outside the agency's traditional boundaries, such as mobile teams and third-party service providers. Data is automatically extracted into all relevant back-end systems, eliminating data-entry errors and ensuring that the information within each case file is up-to-date, consistent, and more secure. Each agency can easily retrieve and assemble records to generate customized reports or audits, giving them greater accountability over the accuracy of their information.

Protecting sensitive information, document-by-document and step-by-step

The integrity of the case record as it moves from one stage to the next has to be fail-safe; a minor irregularity can jeopardize the case or an individual's privacy. With Adobe solutions for case management, security policies can be set for each document in the case jacket to define how long the document can be accessed, who can access it, and what rights they have within the document. The policies remain persistent with the document, regardless of whether it travels inside or outside the agency network.

With Adobe solutions for case management, case workers can pull multiple document types and formats—including forms, reports, evidentiary documents, biometric data, photographs, video clips, or XML and metadata—into a single, integrated, electronic PDF case file.

Adobe improves case management processes by:

- Providing a common platform for sharing case-related documents and forms
- Eliminating rekeying of form data
- Simplifying collaboration with other agencies and mobile case workers
- Extending security controls to documents used by people outside the agency
- Allowing mobile workers to work with documents and forms offline
- Protecting the integrity of the case jacket by ensuring greater compliance with privacy and security policies at each step in the process

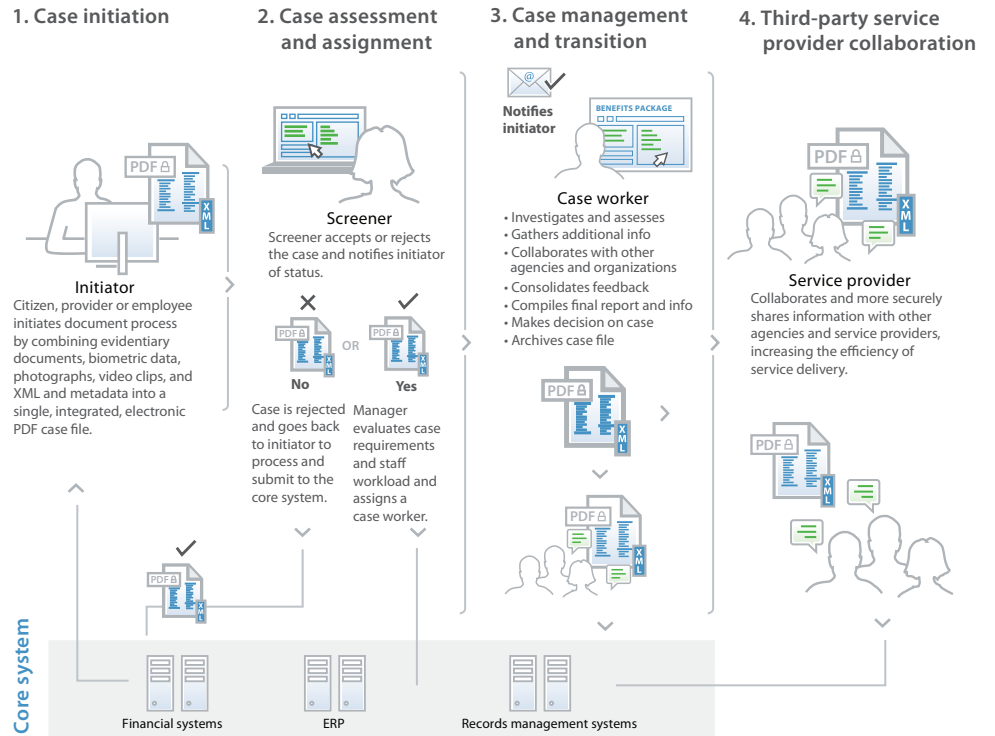
Solution components

- Adobe Acrobat Professional
- Adobe LiveCycle® Digital Signatures
- Adobe LiveCycle Rights Management
- Adobe LiveCycle Reader Extensions
- Adobe LiveCycle Process Management
- Adobe LiveCycle Forms

For more information

For more details about Adobe solutions for case management, visit www.adobe.com/government.

Automating Case Management Workflow



Automating the case management workflow using the Adobe technology platform.

Intelligent documents can also be encrypted, authenticated, and digitally signed, helping to protect the privacy and security of the record at every step of the case proceeding throughout its lifecycle. And Adobe document security controls are dynamic, providing the ability to revoke documents at any time and monitor version control to validate that there hasn't been any tampering by unauthorized users.

Leveraging existing technology infrastructures

The Adobe technology platform uses standards-based eXtensible Markup Language (XML), 2D barcode technology, and web services to provide a common infrastructure for form-based processes and more secure information sharing between agencies. Combined with products and services from leading partners in areas such as security, records management, and wireless communications, this infrastructure extends processes beyond the network to mobile case workers and other agencies and enables compliance with policy, privacy, and security mandates.

Streamlining case management for better constituent service

The Adobe approach to case management puts the right information in the hands of the right people at the right time. By improving collaboration, communication, and decision-making processes, Adobe helps create the conditions under which anytime, anywhere, interactive government is possible. The result: a more interactive case management team that is effective, stays on top of its workload, and has all the tools it needs to make a difference in the lives of individual constituents.



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