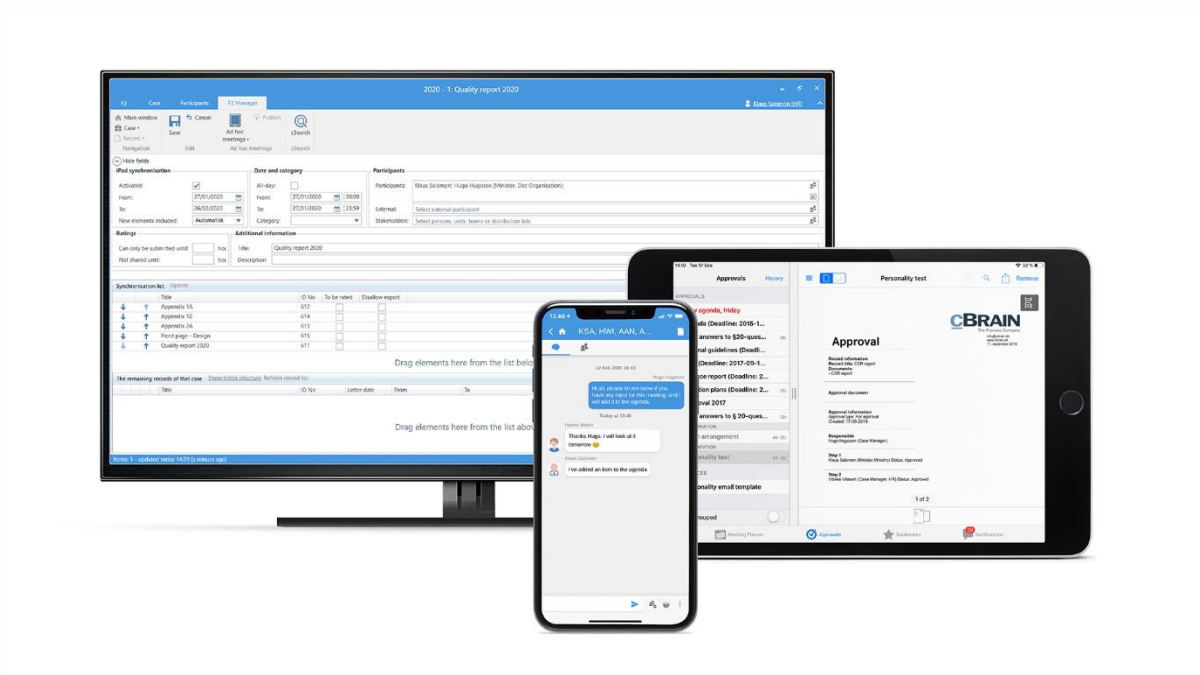


F2 for Case Management – part of the Digital Back Office



Functionality

The platform helps describe an organization's workflow in detail down to case types, tasks, and roles as well as offer the possibility to automate certain case processes and tasks. These workflows are saved in a case guide. When a case is created, the correct case guide is attached, and the workflow to handle the case is visible. Each step in the workflow consists of a number of tasks that should be completed in a streamlined way. Throughout the case handling, all information, documentation, and work is done within the software.

Key Benefits

Having a defined workflow with specified tasks connected to each step ensures consistent handling of cases, clear division of tasks, saves time and helps increase quality. Additionally, it ensures compliance with administrative requirements. Having the entire workflow gathered on the same platform ensures that all information, decisions and rulings are stored to each case, thereby securing a clear audit trail.

Software

F2 case management is part of the core software, which is configured to fit organizations' individual processes. Workflows are therefore mapped and created for each individual flow within the organization, with individual checklists to manage the workflows.

About F2 and The Solution Gallery

F2 is like a Swiss Army Knife for government digitization. The standard software can support almost any type of organization, and process templates make it easy to reuse best practices and proven process solutions. F2 can be used just for a smaller department and without process configuration, it can be used for a specific process, or it can be implemented for the entire organization and multiple processes.

A process template can be copied and reconfigured, and process templates thereby offer fast track and low-risk digitization. Working with many different customers and projects across countries, we have a build experience and a large library of process templates ready for reuse.

If you look to fast track to digitizing based on proven solutions, please have a look into our solution gallery and get inspired. Find a process template and have it re-configured for your specific requirements.

About cBrain

cBrain is listed at Nasdaq-OMX with offices in Europe, the USA, and the United Arab Emirates. In Denmark, which ranks number one in the global UN E-government index, we serve more than 50 government organizations and 2/3 of all Danish ministerial departments run their business on our software.

We believe in a society based on democracy with digitization being the enablers for a new generation of strong, transparent, and efficient government institutions. Please see our CSR report and SDG 16 commitment to help to develop strong and accountable institutions.

Contact us

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