

Groundswell Unified Dynamic Case Management (UDCM)

Increase transparency, reduce bottlenecks, decrease processing times, and modernize processes with Groundswell's Unified Dynamic Case Management (UDCM) solution.

Many organizations still use a combination of spreadsheets, email, and antiquated systems to track case management work. Not only are these methods inefficient but they provide no visibility into information or case processing. Here are a few additional drawbacks to using these manual processes:

- Lack of data transparency because of siloed systems that create duplicate workloads.
- Lack of visibility into bottlenecks causes delays.
- Reduced productivity and collaboration results in insufficient case processing.
- Duplicate data entry, user frustration, and errors.
- Non-compliance due to failed audits leading to millions of dollars in regulatory fines.

Groundswell's UDCM solution, built on the Appian Low-Code Platform, lets internal and external users quickly and easily create cases using a streamlined process that facilitates the processing of each case through its entire life cycle. This flexible solution works for over 80% of case management use cases and dramatically accelerates the speed of delivery for even the most complex case management applications (e.g., investigative and financial case management).

- **Reduced development times** – users can create an infinite number of tailored workflows with no additional development required.
- **Increased transparency** – integrated service level agreements, workload management, and reporting features.
- **Comprehensive security and access** – allows configuration of multiple case management applications with varying user bases and security controls.

Groundswell's UDCM solution streamlines the modernization of case management activities by providing transparency, auditability, and accountability across all processes. The solution meets over 80% of case management use cases and dramatically accelerates the speed of the delivery.

These are the main features of the UDCM solution:

- **Streamlined processing.**
Grants simplified visibility into case status, updates and active workflows, integrated communication with the processing teams, and viewing and managing help information.
- **Compliance.**
Define and update workflows for specific cases to comply with changing regulations, differing policies across departments and unique case situations.
- **Flexibility.**
Workflows can be modified while they are active to account for real-life circumstances, changes due to regulatory compliance, unforeseen events, etc.
- **Intuitive interface.**
Efficient UI/UX that enables easier navigation and enhanced productivity.
- **Consistent.**
Built leveraging common components, essential modules, and common interfaces, creating a consistent platform experience across all case management applications and reducing training and development costs.
- **Data sharing capabilities.**
Enables the sharing of data across case types for more insightful reporting and analysis of organizational trends across all records.

Today, multiple federal agencies, a top five international bank, a large nonprofit, and several others are using the flexible power of UDCM.

For more information contact: solutions@groundswellcg.com.



Groundswell, previously CollabraLink Technologies LLC, is a premier technology integrator resolutely committed to solving the most complex challenges facing federal agencies today. We leverage our wealth of technology, capabilities, and expertise to help the government further its objectives and redefine what citizens can expect from digital government services. Our new name, Groundswell, represents our commitment to be an unstoppable, seismic change in government. For more information, visit gswell.com.



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