



CÚRAM WORKFLOW™

Cúram Workflow™ allows organizations to realize increased efficiency and effectiveness. When processes run smoothly, it means greater responsiveness, better service and an increased ability to focus on client outcomes.

Many agencies do not have clear and documented business process flows. Rather, these organizations rely on manual approval processes, implied procedures, and subject matter experts. Informal processes may include verbal task assignments, hand delivery of crucial components between staff, case workers, organizational levels, and dependency on individual knowledge. Staff time and resources are spent in time-consuming methods of tracking and monitoring progress rather than focused on the client or claimant and the outcome-based goals of the organization. The Workflow Management Coalition

(WfMC) defines **Workflow** as “The automation of a business process, in whole or part, during which documents, information, or tasks are passed from one participant to another for action, according to a set of procedural rules.”

Cúram Workflow™ supports the automation of business processes and allows work to be allocated and routed among staff, case workers, and organizational levels. Cúram Workflow allows organizations to define and automate business processes to ensure that best practices are followed

and to improve the speed, consistency, and quality of business processing.

Cúram Workflow provides an integrated toolset that includes rules, notes, and routings to enable the creation and maintenance of business process flows to support the dynamic nature of social enterprises.

KEY COMPONENTS

Cúram Workflow consists of four key components:

- **Process Definition Tool:** provides a series of graphical user-friendly screens to support the definition of workflow processes, activities, and the relevant business rules for routing between activities, including a graphical view for links from tasks and alerts to process instances, thus allowing the user to see where the task or alert resides in the process
- **Workflow Engine:** interprets the process definitions and then controls, sequences, and monitors the supporting activities through to completion
- **Workflow Administration:** provides a range of functions that enable administrators to monitor and control workflows at run time, including starting, suspending, resuming, and stopping processes
- **Work Allocation and Scheduling:** allows agencies to balance workloads, dedicate appropriate resources, and evaluate work distribution and productivity. Each user in Cúram has an 'Inbox' that contains the list of tasks that have been assigned to them.

KEY BENEFITS OF CÚRAM WORKFLOW

- Enables organizations to streamline manual processes to enhance service delivery and reduce burdens on staff
- Automatically assigns tasks, automates routing, and balances workloads
- Provides the ability to automate approval and review cycles
- Decreases processing time, resulting in faster, more consistent service delivery
- Refines processes to identify and remove bottlenecks to make organizations more efficient
- Creates a cohesive client services process by integrating and automating worker functions, resulting in better-managed client outcome
- Avoids wasted time finding misrouted tasks and content by providing a completely automated routing system

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