

Service Definition Document V1.0



Case Management

"Manage cases efficiently,
resolve faster."



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1. Service Overview

Service Name: Case Management

Service Description: Case Management streamlines the handling of individual cases, improving efficiency and outcomes. This service integrates information management and tracks processes to provide a complete view of case statuses, enhancing decision-making and service delivery.

Why ADVANTIQ: We combine deep knowledge of public sector challenges with cutting-edge Microsoft technology expertise. Our team designs low-code, data and AI solutions that are both innovative and tailored to the specific needs of each client. This approach transforms complex processes into streamlined, efficient systems, distinguishing ADVANTIQ as a leader in public sector digital transformation.

2. Key Features and Benefits

Key Features:

- Streamlines case handling
- Integrates with databases
- Customisable workflows
- Secure data access
- Real-time status updates

Key Benefits:

- Optimises case resolution processes
- Increases accuracy of case handling
- Reduces case closure times
- Enhances data security and privacy
- Provides comprehensive audit trails

3. Service Delivery Model

Delivery Method:

Services can be delivered remotely (within the UK) or in-person (within the UK).

Operating Hours:

Standard support is available from 9 am to 5 pm, Monday through Friday, with emergency technical support available 24/7.

4. Roles and Responsibilities**Service Provider:**

Design and development of solutions using low-code, data and AI platforms. Regular updates and maintenance to ensure compatibility and performance. Training and support for clients to maximise the use of new tools.

Client Responsibilities:

Timely provision of data access and integration requirements. Active participation in the design and feedback process. Compliance with licensing agreements and terms of use.

5. Support and Maintenance

Support Hours: Monday to Friday, 9 am to 5 pm.

Support Channels:

- Direct email support
- Phone support
- Online helpdesk with ticketing system

Maintenance Schedules:

Maintenance and updates are scheduled quarterly and communicated in advance, minimizing disruption to service.

6. Terms and Conditions

Please see Terms and Conditions document

7. Confidentiality and Security

Data Handling:

All client data is managed securely with encryption in transit and at rest, adhering to the strictest data protection standards.

Confidentiality Agreements:

Both parties agree to maintain the confidentiality of proprietary information shared during the service provision.

8. Change Management

Process for Changes:

Requests for modifications or upgrades to the service must be submitted through formal channels and will be evaluated on a case-by-case basis. Changes are generally implemented within one to two billing cycles.

