



Highlights:

- Help ensure immediate access to information, resulting in better decision making in real time
 - Automate paper-based processes, allowing caseworkers to prioritize and complete higher-value tasks
 - Reduce errors and organizational costs by optimizing caseworker performance and productivity
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IBM, Zebra Technologies and Mobile Epiphany

Mobile solutions to accelerate better human services outcomes

Caseworkers often handle hundreds of cases simultaneously. The ability to meet the personal and regulatory needs of every client and organization can be daunting. Often, the amount of quality client time available is significantly impacted by paperwork completion requirements. In addition, information accuracy, and access to it, may hinder a caseworker's ability to make the right decisions and provide the right services in real time.

This is why proven, highly effective mobile solutions are essential for improving and accelerating processes. By making mobile technology available to caseworkers in the field, organizations can alter the quality and quantity of services caseworkers can deliver.

Industry research shows that mobile tools can improve caseworker productivity by as much as 45 percent¹. By collecting and accessing data in real time, and having data available exactly where and when it's needed, organizations can eliminate paper-based processes, which are often inefficient and prone to error. They can achieve greater productivity and reduced costs.

IBM, Zebra Technologies and Mobile Epiphany: Putting mobile solutions in the hands of your caseworkers

IBM, Zebra Technologies and Mobile Epiphany, three global leaders in enterprise mobility services, can help enable your organization to:

- Mobilize caseworkers' field-based processes and workflows, significantly reducing time spent on administrative work while empowering them to spend more time interacting with clients
- Drive greater productivity by streamlining access to and collection of data, reducing travel, processing and forms completion time
- Experience greater efficiency and achieve better citizen outcomes while lowering total operational and technology costs
- Reduce duplicate data entry and inaccuracies by seamlessly integrating with your existing SACWIS or other back-end system
- Easily pull accurate reports at any time, from anywhere.

¹ Deloitte Research study, Gov. on the Go: Boosting Public Sector Productivity by Going Mobile.



IBM, Zebra Technologies, Mobile Epiphany Solution Brief

Empowered with this human services platform on their Zebra Technologies durable device, caseworkers can securely and expediently perform a multitude of critical tasks: find client locations, take evidentiary pictures, look up case histories, send emails and trigger reports and notifications. A fully integrated solution gives caseworkers and management a truer, more accurate status on case histories, actions and workflow.

The power of three: IBM, Zebra Technologies and Mobile Epiphany working for you

Leveraging IBM's industry recognized IT and business expertise, Zebra's advanced mobile device and wireless technologies and Mobile Epiphany's proven software, organizations can benefit from an end-to-end lifecycle solution – from design through implementation to ongoing management and financing. This complete approach helps ensure that the solution is scaled to meet your needs now, and in the future.

IBM

IBM's end-to-end MobileFirst Services portfolio covers the full gamut of infrastructure services: from strategic planning, to device management, end-user applications to network infrastructure. This may help the government as well as public health and community based agencies more efficiently and effectively deliver the highest level of services.

Zebra Technologies

Zebra Technologies durable mobile devices built for enterprise use as well as its industry recognized wireless technologies offer the highest levels of reliability, familiar operating systems and intuitive functionality.

Mobile Epiphany

Mobile Epiphany's highly customizable software platform allows human services agencies to maximize productivity, improve accuracy, instantly access data and account for employee performance.

For more information

To find out more about how IBM, Zebra Technologies and Mobile Epiphany can help you fully integrate mobile solutions into your agency's operations, please contact your IBM representative, or visit us at:

ibm.com/services/mobile



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New Orchard Road
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June 2015

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