

# WorkZone

## Case Management as a Service

Your digital journey, your way

Case management has advanced significantly since the early 2000s, driven by technological innovations, changing needs, and a growing focus on efficiency.

Legacy systems lack integration capability, resulting in users having to use multiple applications to carry out their daily tasks. Bespoke systems are expensive, take a long time to develop, and can quickly become obsolete as needs change.

## Enter WorkZone: Case Management as a Service (CMaaS)

NEC WorkZone is a robust Case Management as a Service (CMaaS) solution that has been powering 70% of the Danish Government for more than 30 years. European heritage and GDPR compliance ensure security and privacy is at the heart of WorkZone.

WorkZone has played a major role in Denmark being recognised as the leading country for delivering Digital Government services for the last 6 years, as per the United Nations E-Government report.

Born from a heritage dedicated to addressing intricate and multifaceted government processes, WorkZone is designed to cater to the specific demands of governmental agencies. It's this foundational expertise in handling complex scenarios has enabled WorkZone to evolve seamlessly into a comprehensive and versatile solution. Today, it's not just an answer to governmental complexity; it's a leading choice for enterprises across diverse industries.

## Common Challenges

**01**

Badly designed business processes are digitalised

**02**

Lack of contemporary security features exposing potential vulnerabilities

**03**

Legacy systems are widespread creating data silos

**04**

Legacy case management solutions unable to adopt modern work practices

**05**

Limited capability to manage compliance well



# Solution Overview

NEC WorkZone is Case Management as a Service (CMaaS), delivered by NEC from our Digital Government Centre of Excellence here in Australia, to ensure compliance with data sovereignty, security, and governance standards.

WorkZone is a low-code, highly configurable and scalable solution, designed to boost productivity by improving case management and workflows in complex organisations.

It enables lines of business (LOB) to easily develop other applications and solutions without having to rely on professional developers, reducing deployment times.

WorkZone is fully integrated with Microsoft O365 and Teams, allowing staff to work within their favourite applications, online and offline.

Collect and store all communication with citizens, customers, and businesses, including letters, forms, telephone notes, emails, and meeting minutes, in one system.

WorkZone is revolutionising the way businesses work, helping teams to be more efficient, organised, and engaged.





# Benefits

## High return on investment

Experience unprecedented ROI with WorkZone. Our solution modernises, automates, and optimises intricate business processes. Enjoy rapid process times and enhance productivity, elevating your business efficiency to new heights.

## Fast training and onboarding

Discover smooth transitions with WorkZone's dedicated training and onboarding services. Our goal is to empower you and your team from day one. The training programs ensure you're fully equipped to leverage the power of WorkZone, where learning meets efficiency.

## Increased efficiency and quality

When everyone in an organisation uses a single solution that expresses the same understanding of the core business, it positively affects the entire organisation's efficiency, quality and precision in the execution of tasks.

## Enhanced business intelligence

Experience comprehensive insights utilising AI/ML-based BI solutions expedited and elevated using PowerBI. Expect depth and clarity to your cases and supporting business data.

## Flexible and scalable

Discover the power of adaptation with WorkZone, meticulously crafted to grow in step with your business. We provide more than just scalable computing and storage — we unleash your data to match your evolving business needs.

## Fortified financial investment

We prioritise financial efficiency and fortify the protection of your investments, to deliver productivity dividends. We're not just a service; we're a steadfast partner committed to fuelling your success.

## Business agility

Respond quickly to changes in the market or government policy. Agile businesses can quickly identify and respond to changes in the market and their business's operating environment.

## High accessibility

WorkZone is accessed from where you already work, such as Outlook, Word, and Teams. WorkZone is also available on your mobile device or a web browser, whether you are online or offline.

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