



“ReMS Case Management builds on a platform foundation to deliver immediate value”

Burntsand Inc. Enhances Case Management System with a Complaints Management module (ReMS)

Situation

- **Old Double Entry System:** The client had stand-alone web applications which required double entry of Licensee information in a Complaints Management System and License Registry system. When Licensee information was updated in the Registry there was a delay in updating the Licensee in the Complaints Management System. The Licensee was provided with a Complaints Report for response and resolution status. Activity tracking and reporting on the system was sporadic and inconsistent due to performance issues and configurability of the system.
- **Vendor support being phased out:** The US-based software vendor was bought out and configuration support for the application was becoming increasingly difficult.

Solution

- **Repository:** Burntsand implemented a combined case management/registry/complaints management system that has automated updates of information. The Consumer Relations Centre now has view access to the most up-to-date Licensee information along with a tracking tool that allows staff to view the communications between the CRC rep and the complainant, the CRC rep and the Licensee, and, if applicable, the communications between the Compliance officer and the Licensee all on the one complaint form. The tool itself is managed by the Board such that changes to information is done in-house rather than out-sourced.
- **Self Service:** Additional enhanced functionality includes a secure website where the Licensee can update the Complaint record online and view, add and update activities that have occurred on the complaint, including attaching documents. The Licensee can also print the Complaint Reports for a given period and access their complaints history.

Benefits

- **360° view of the Licensee:** The implementation of the Case Management System, which included the License Registry, provides the information that was required by the Consumer Relations Centre to begin the complaints resolution process. The extension of the system to encompass the correspondence and complaints management module allows the Board to have a complete view of the Licensee – from application (and renewal), financial reporting, and complaints.
- **Online:** Licensee has immediate access to complaints information and complaints history as well as online functionality to update the Complaint 24x7.

Company:

Burntsand Inc.
www.burntsand.com

Vertical Industry:
Energy, Utilities

Segment
Midmarket

Country/Region
Canada

Software & Services

Pivotal CRM and Pivotal e-Service
HP/Tower Software TRIM Context RDMS
HP/Tower Software TRIM Webdrawer
Microsoft Windows Server 2003
Oracle Database