

**”Our big picture was to provide better customer service and get the information out in a faster and better way.”**

*Chief of Docketing Division, State Utility*

## Challenge:

### *Case Management and Docketing*

Utility Commissions are being asked to provide more information to more people every day and track every document coming into the Commission while following required processes and procedures. Historically, this huge challenge was handled with a combination of isolated systems, mounds of paper, and a lot of human effort!

Now, Utility Commissions want to automate this complex process for a user-friendly experience through the desktop or over the web.

## Challenge:



iCase is the Dayhuff Group's Case Management and Docketing Engine.

Powered by the Dayhuff Group's content management suite, iCase is a robust yet flexible solution to the huge challenge of handling, storing, and accessing huge volumes of electronic and paper-based information while following strict workflow requirements and stringent Accessibility guidelines.

iCase can be deployed with high speed scanners, sophisticated OCR software, powerful storage and search engines, workflow mapping, groupware technology, and powerful web tools.

The Dayhuff Group employs its best of breed tools and a customer centric approach with the vision to connect



disparate and diverse components while utilizing best in class software and hardware from our partnership with

IBM, Microsoft, Kofax, Captiva, and others. The result, iCase will interconnect your existing systems and add new Components to provide a complete solution customized to your unique environment.

## Results:

### *A Complete Enterprise-wide Case Management Solution / Docketing Engine*

iCase deployments will enable Utility Commissions to meet their statutory requirements and enhance public access in an information driven age.

Including providing:

- ▶ Access to docketed information via the web
- ▶ Real time updates to docketed information
- ▶ Full text search of filed documents
- ▶ Collaboration on case information
- ▶ Legally binding docketed information
- ▶ Enhanced reporting tools

## Contact Information

### **The Dayhuff Group**

740 Lakeview Plaza Boulevard, Suite 300  
Worthington, OH 43085

888-DAYHUFF or 614 854-9999 ext 113

[sales@dayhuffgroup.com](mailto:sales@dayhuffgroup.com)