

WHAT IS CPCM?

A streamlined, modern, and efficient means of managing consumer protection cases and the investigation process

Resolve cases faster than ever and improve the citizen experience.



Purpose-built Solution for Public Sector Case Management



Unparalleled Expertise in State and Local Government



Ease of Use for Citizens and Government Employees

WHO BENEFITS FROM THIS SOLUTION?

- Citizens
- Government Employees
- Government Oversight Organizations

HOW IT WORKS

Intake

- Digitized forms
- Increased compliance
- Reduced time



Process

- Automated routing
- Eliminated spreadsheets
- Consumer self-service
- Technology aided investigations



Engage

- Automated reminders
- Streamlined communications
- Increased collaboration

Built on the Salesforce Platform

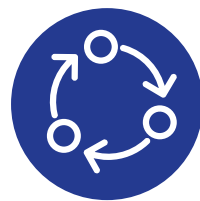
Consumer Protection Case Management | CPCM



salesforce

PARTNER

Nearly 3 decades of delivering modern Government solutions ensures



Accelerated time-to-value



Guided automation for citizens and government employees



A partnership you can trust

KEY CHALLENGES

- Manual submission of paper forms or stand-alone pdfs
- Lack of automation for routing of approvals, notifications, and workflows
- Time-consuming investigation process without a centralized repository

SOLUTION HIGHLIGHTS

- Paperless, low-touch services for constituents
- Increased internal and external collaboration with social tools
- Accessibility anywhere with Cloud
- Automated workflows for citizens and government employees
- Mobile-ready with built-in responsive design

KEY FEATURES

- Scalable and Extensible: Quickly adapt to growth and increased demand
- Easily Configured: Reach your goals faster with clicks & not code
- Modern UI: Achieve user adoption with a user-friendly, customizable interface
- Accelerated Time-to-Value