Case Management System Utilizes Microsoft Dynamics 365 to Better Serve Hoosiers Through Process Automation and Optimization

THE CUSTOMER

The Indiana Civil Rights Commission (ICRC) serves as the state's leading agency dedicated to enforcing civil rights laws and ensuring equal opportunity for all Indiana residents. Established in 1961, the ICRC has played a pivotal role in promoting fairness, justice, and equality.

The commission's multifaceted approach involves investigating complaints of discrimination, providing educational outreach programs, and collaborating with governmental and non-governmental organizations to promote diversity and inclusion across various sectors. By offering guidance and support to businesses alike, the ICRC has become a catalyst for positive change, fostering an environment where all individuals can thrive and contribute to the state's growth and prosperity.
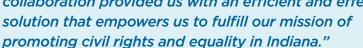
THE CHALLENGE:

The pressing business challenge at hand centered on enhancing usability. The existing system suffered from instability, unreliability, and navigation challenges, rendering the Case Management System difficult to use. Consequently, this led to the proliferation of disparate data sources, including files stored in shared drives, handwritten notes, and scattered spreadsheets on individual computers creating a fragmented and inefficient data landscape.

The system's shortcoming nearly doubled the workload of users, generating added strain on the staff and failing to effectively showcase the Commission's commendable efforts.

"Working with eimagine was a game-changer for us at the Indiana Civil Rights Commission. Their strategic approach, prioritizing user feedback and buy-in, transformed our project into a true success story. They didn't just salvage a flawed system; they helped us build a new one that truly works for our team and the people we serve. eimagine's dedication to excellence and collaboration provided us with an efficient and effective solution that empowers us to fulfill our mission of promoting civil rights and equality in Indiana."

— STEPHANIE SLONE, DEPUTY DIRECTOR
OF INTERNAL/EXTERNAL PROGRAMMING, ICRC

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The Solution

The Case Management System underwent substantial enhancements, making it more reliable and user-friendly. In addition to quality-of-life improvements, it now offers superior, key data visualizations through PowerBI and Dynamics Reporting.

The state-of-the-art citizen-facing portal was created using PowerApps, orchestrating a symphony of plugins, workflows, and PowerApp cloud flows to seamlessly integrate data into the Microsoft Dynamics environment. The entire user interface resides within the Microsoft Dynamics ecosystem, serving as the central hub for all operations.

The innovative use of SharePoint integration not only provides expanded file storage, but also optimizes net operating costs. With DocuSign seamlessly integrated, users can effortlessly send key documents without ever leaving the Case Management System.

To supercharge decision-making, PowerBI transforms vast datasets into dynamic, interactive Monthly Agency reports, providing near real-time data visualizations.

Key Success Factor

COMMUNICATION AND COLLABORATION

Placing user feedback and buy-in at the forefront of the development process led to decreased rework and significant cost savings for Indiana tax payers by avoiding extensive redevelopment expenses.

To help track workflows, a KanBan board was utilized, seamlessly integrating within the Indiana Office of Technology's Azure DevOps instance. This became the go-to hub for discussions, real-time updates, and status checks. No more confusion about responsibilities – it served as a perpetual source of truth, ensuring all parties were synced up.

Of course, this did not replace traditional weekly reports, meetings, or communications. But it did turbocharge communication – trimming hours that would otherwise be spent on routine status updates – resulting in a much more efficient, modern approach to project management. Key stakeholders at the Indiana Civil Rights Commission, who, despite their already packed schedules, championed this initiative and guided multiple vendors along the way.

Business Value

By enhancing the overall UI/UX, users can save time and avoid headaches by automating key processes in the workflow. This empowers the users at the Indiana Civil Rights Commission to enhance their job performance, consequently delivering improved services to the citizens of Indiana.

As a result of these enhancements, Indiana citizens have experienced **a substantial reduction in turnaround time** between the Civil Rights Commission and resolution. Commission users now have access to enriched data capabilities, enabling them to conduct intake interviews and send notice of finding documentation more efficiently.

In addition, **a seamless integration with DocuSign** allows documents to be sent directly from the Case Management System and conveniently returned to the integrated SharePoint library. This streamlined process eliminates the cumbersome multi steps of manual document handling, including saving, navigating websites, uploading, and downloading. Not only does this create remarkable efficiencies in workflow, but it also ensures that files are consistently stored in the correct location, further enhancing service quality.

This project earned ICRC an **Indiana Office of Technology, Best of Indiana Award** for the Best Application Serving an Agency's Business Needs – State.

Are you ready to eimagine better?

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