EQ Cube

CONFIGURABLE, COMPLIANT, CASE MANAGEMENT

Public Sector Case Management

At EQ we've been living and breathing case management for over 20 years. We understand that compliant case management depends on meeting requirements and legislative demands. Trust us to provide the right solution and process for you **whatever your domain.**

EQ ICS have a strong history of delivering case management solutions to public sector organisations.

Our cross sector work has enabled us to deliver solutions across a range of case management specialties.

1. Complaint Management
2. Forensic Management
3. Inspection Management
4. Investigation Management
5. Ombudsman Services

6. Health and Safety
7. Rates and Tax Collection
8. Regulatory Management
9. Insolvency Management
10. Compliance Management

Overview

EQ Cube is the new public sector case management system from EQ. Built with modular blocks you can configure a case management solution to your specific requirements or have additional blocks added to meet your unique business requirements. EQ Cube is fully compliant with GDS and NICS design and implementation guidelines, and can be hosted either in the cloud, or on-premise.
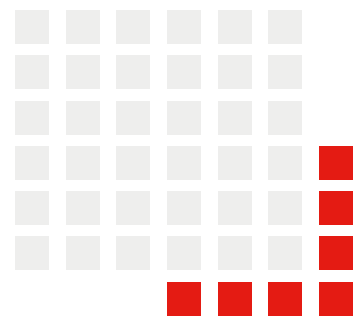
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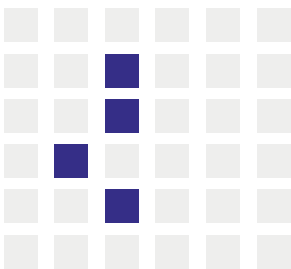
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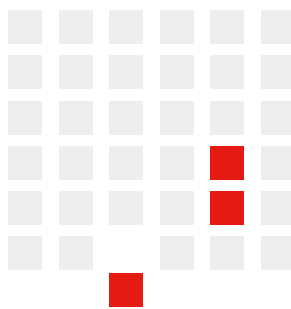
Construct

With our support, you can simply configure EQ Cube your way.

EQ Cube give you the flexibility to change a module to meet your needs or build additional modules to meet the unique challenges your organisation faces.

EQ Cube At A Glance

EQ Cube increases accessibility, automates processes, provides flexibility and drives efficiency across organisations, helping reach outcomes as smoothly as possible.

Hosted where you want

Use EQ Cube as a service (SaaS) in the public cloud, or on a dedicated private cloud tenant. Alternatively deploy on-premises in your own data centre.

Configurable to your requirements

EQ Cube provides organisations with a high level of modular configurability out-of-the-box, allowing flexibility in designing a platform to suit your specific needs.

Compliant off-the-shelf

EQ Cube is fully compliant with GDS and NICS design principles, and is available to buy direct via Government procurement frameworks.

Cost-effective

Built with modular blocks, EQ Cube delivers a platform tailored to your needs, without the need for expensive custom design work.

Accessible UX

EQ Cube's user-intuitive dashboard is designed and UX tested to utilise existing user skillsets made familiar through social media and search engines like Facebook and Google.

Cases, tasks and people are automatically shown in the feed dependant on priority, ownership, requests to follow and recently updated changes.

EQ Cube is WCAG compliant, and is accessible across multiple devices.

Easily Track and Manage Cases

Client defined case types (Complaints, investigations, Inspections etc.) hold all the information about a case in a single place.

The timeline shows all actions carried out against a case or associate party in chronological order.

Management of Related Parties

Parties are the people and organisations defined within your system.

View and edit party details, communications, meetings, and associations to cases and other parties.

Simple Task Management

Define a series of milestones that occur as part of a case process, helping you manage and complete a set of tasks.

Users are given the freedom to determine their tasks, ranging from simple 'To Do' items, or can be part of a sequential workflow, dependant on one another.

Tasks can be used for automation (by instigating automatic actions like an RPA process or document bundling) or governance (ensuring and recording that actions are carried out in a timely manner).

Features and Benefits overview

100% Client Configurable

Define your own:

- Case types
- Fields
- Processes
- Party's
- Users
- Permission groups

A solution to suit your needs

- Substitute modules and screens for client specific requirements
- Build additional modules and screens to meet complex functional requirements
- Share data via built in API connectors to other solutions and data sources

Agile Process Management

- Client configurable cases with associated tasks and milestones
- Secure your system with permission based roles
- Choose between independent 'to do' tasks, or sequential 'workflow' tasks

Cross Device and Cloud

- Hosting provided in line with GDS and NICS Enterprise Architecture guidance:
- Public cloud as a service (Microsoft Azure)
- Private cloud as a service (EQCloud)
- On-premise hosting (IT Assist)
- Accessible from all desktop and mobile browsers

Real time insights and learning

- Real time process and user performance monitoring

- Real time usage and data access reporting

- BI platform to drive digital insight, statistical analysis and data interrogation

- Robotic Process Automation for integration with legacy systems

- Predictive Analytics for smart decision making

Secure

- Adherence to GDS cloud and information security principles enabling data protection compliance.

- Client configurable access controls

- Multiple identity providers

- All-encompassing data access auditing and reporting
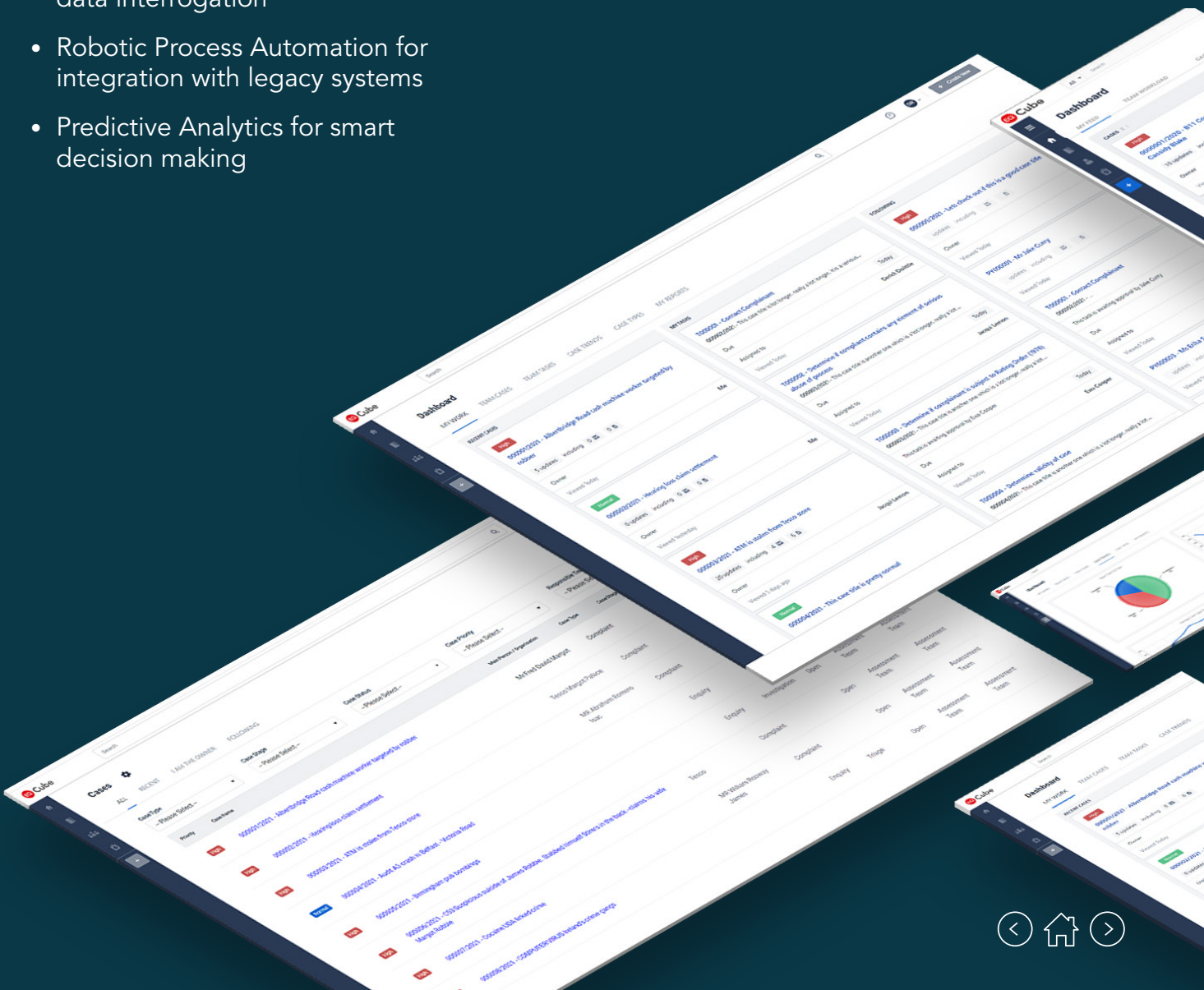
EQ ICS have a long history of delivering case management systems
to public sector organisations across the UK and Ireland.

We help our clients respond to the challenges of an increasingly complex
and regulated world. We help to do this by providing specialist solutions,
powered by technology we've developed and built.

To find out more about EQ Cube, or to schedule a demo with one
of our product experts, email **eqcube@equiniti.com**.

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