

# WorkZone

## Case Management as a Service

Your digital journey, your way

Case management has undergone significant advancements since the early 2000s, driven by technological innovations, changing needs in various industries, and a growing focus on efficiency and improved outcomes.

Legacy systems are unable to integrate with and leverage the functionality of modern office productivity tools, resulting in users having to use multiple applications to carry out their daily tasks.

## Enter WorkZone: Case Management as a Service (CMaaS)

WorkZone is an enterprise Low-Code Application Platform (LCAP) that enables Lines of Businesses (LOBs) to develop applications and solutions without having to rely on developers, reducing deployment times. With digital transformation pushing organisations to revamp their business models and find efficiencies, LCAPs are critical for enabling businesses to support their users in this rapidly changing world.

Powering 70% of the Danish Government for more than 30 years, WorkZone is a robust solution, developed by KMD (An NEC Company) and built with security and compliance at its heart. Furthermore, Denmark has been the leading country for delivering Digital Government services for the last 6 years, as per the United Nations E-Government report.

## Common Challenges

<b>01</b> Badly designed business processes are digitalised	<b>02</b> Lack of contemporary security features exposing potential vulnerabilities	<b>03</b> Legacy systems are widespread creating data silos
<b>04</b> Legacy case management solutions unable to adopt modern work practices	<b>05</b> Limited capability to manage compliance well	



# Solution Overview

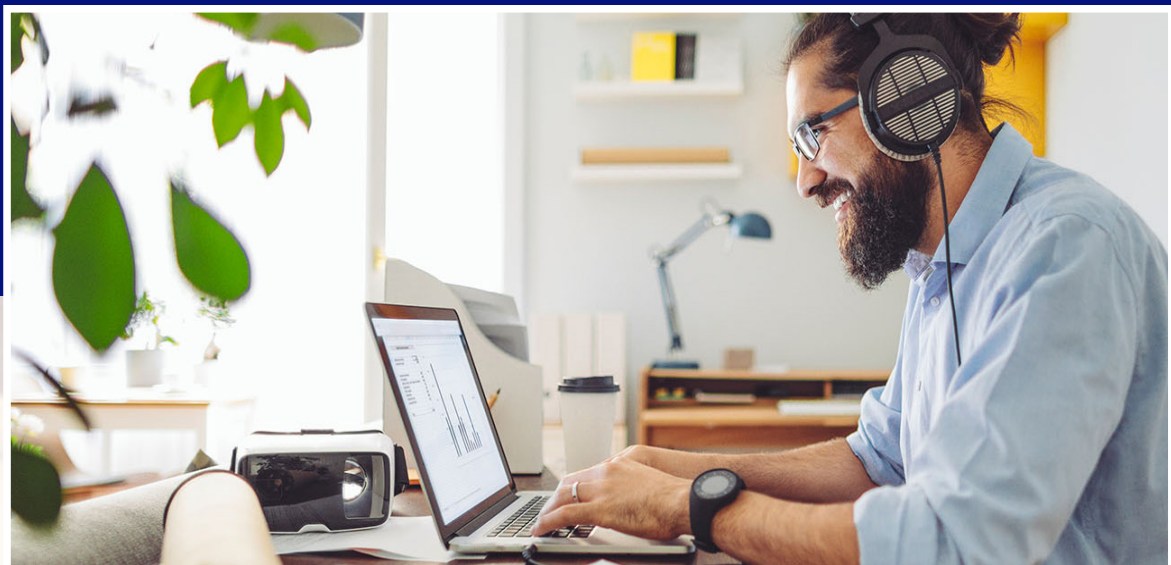
WorkZone, delivered as a SaaS solution by NEC within Australia to ensure compliance with data sovereignty, security and governance standards.

WorkZone is a highly configurable and scalable enterprise Case Management as a Service (CMaaS) solution designed to improve case management and workflows in complex public and private organisations.

The solution is based on a low-code/no-code principle, making implementation, updates and maintenance simple and straightforward. WorkZone, delivered by NEC is an Australian cloud-based service that ensures compliance with data sovereignty, security and governance standards.

With an integrated workflow solution, WorkZone is capable of streamlining the most complex business processes. The power and flexibility of WorkZone makes it ideal for replacing legacy systems. WorkZone fully integrates with Microsoft's Teams and Office 365 applications, providing a familiar user interface that supports workforce mobility for both online and offline use.

WorkZone makes it possible to collect and store all communication with citizens, customers, and businesses, including letters, forms, telephone notes, emails, meeting minutes, pictures, sound, and video files in one system.



# Benefits

## High return on investment

Experience unprecedented ROI with WorkZone. Our solution modernises, automates, and optimises intricate business processes. Enjoy rapid process times and enhance productivity, elevating your business efficiency to new heights.

## Increased efficiency and quality

When everyone in an organisation uses a single solution that expresses the same understanding of the core business, it positively affects the entire organisation's efficiency, quality and precision in the execution of tasks.

## Flexible and scalable

Experience the flexibility of WorkZone, an Australian SaaS solution that evolves with your business. Our service offers scalable computing and storage, perfectly in tune with your data needs, ensuring financial efficiency and safeguarding your investments.

## Business agility

Respond quickly to changes in the market or government policy. Agile businesses are able to quickly identify and respond to changes in the market and their business's operating environment.

## Fast training and on-boarding

Discover smooth transitions with WorkZone's dedicated training and onboarding services. Our goal is to empower you and your team from day one. The training programs ensure you're fully equipped to leverage the power of WorkZone, where learning meets efficiency.

## Enhanced business intelligence

Enhance your business with traditional or AI-based BI solutions, expedited and elevated using PowerBI. Expect swift development, superior quality, and vivid visualisations.

## Reporting and analysis

Experience comprehensive insights with our standard reporting and dashboards, delivering depth and clarity to your cases and supporting business data.

## High accessibility

WorkZone is accessed from where you already work, such as Outlook, Word, and Teams. WorkZone is also available on your mobile device or a web browser.

# Features

## Flexible modelling

WorkZone configuration tools make it possible to describe business objects as entities, specify properties, and specify the relationship between the entities.

## Streamlined processes

Experience efficiency with our in-built submission and hearing processes, tailored to your needs through configurable workflows. Utilise these pre-constructed processes for swift deployment of standard workflows, saving time and effort while ensuring accuracy. Work smarter, not harder.

## Process modelling

Use the power of object modelling to support and regulate process flows. Model the processes in your company as advanced checklists or as processes governed by rules and data.

## Object modelling

The configuration tools allow you to model your business process using core entities, validation rules, properties, relationships, and metadata.

## Interaction modelling

Use the process modelling tools to create structured interactions for self-service portals, data collection or internal approval procedures.

## Cloud or on-prem instances

Enjoy the flexibility of choice with WorkZone. Choose between the expansive potential of cloud-based hosting or the robust control of on-premise solutions. If you prefer the added control and data security of hosting on your own servers, WorkZone meets your needs.

## Automated flows

Flowing through your workday with ease and precision of unified operations with WorkZone's integrated workflow. Our solution seamlessly intertwines your tasks, projects, and data, creating a fluid, intuitive workstream.

## 0365 integration

The configuration tools allow you to model your business process using core entities, validation rules, properties, relationships, and metadata.



## Why NEC?

WorkZone uses a flexible approach that describes different parts of a business and the functions. Our modelling platforms allows you to describe parts of the business, their qualities, and how they relate to each other. WorkZone's flexibility means the platform can be used in many different types of businesses, whether they're public or private.

KMD, an NEC group company based in Denmark developed WorkZone and have successfully delivered the solution in the Danish Government, Defence, Education, Law Enforcement and Financial Services industries, to name a few examples.

- Built on 40+ years of achievement and trust, working with Danish central and local Government
- Denmark is ranked Number 1 in the latest UN e-Government ranking
- WorkZone holds Number 1 market share in central and local Government solutions business in Denmark
- More than 250,000,000 documents are being handled by a single WorkZone customer
- More than 56,000 users across Denmark

For more information on our WorkZone:

[nec.com.au](http://nec.com.au) 



[contactus@nec.com.au](mailto:contactus@nec.com.au)



131 632

**Japan (Corporate HQ)**

NEC Corporation  
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**Australia**

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