

WorkZone

Enterprise Case and Information Management

Your digital journey, your way.



Traditionally, information management systems have been developed as either bespoke solutions or off-the-shelf products. Bespoke systems are expensive and take a long time to develop, often resulting in an obsolete system once it is implemented. On the other hand, standard products never completely fit the needs of an organisation – requiring expensive workarounds.

Systems for structured handling of business information come in many shapes and colours. But the common denominator of information systems is that they are designed to express as accurately as possible, the organisation's need for digital support. They must, put simply, provide a better overview of the core activities, increase insight into their own practice, streamline the task execution and make information management transparent, repeatable and compliant.

Common Challenges

01

Badly designed business processes are digitalised

02

Lack of effective document management to support ECIM

03

Legacy systems are widespread and hard to maintain and scale

04

Solutions are not well-adopted and underutilised

05

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 and Information Management (ECIM) 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 as a SaaS solution by NEC within Australia to ensure compliance with data sovereignty, security and governance standards.

It offers the functionality to cover organisations' need for knowledge sharing, knowledge management systems, case management, calendar management, meeting and archiving of emails as well as general secretarial tasks.

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.

WorkZone fully integrates with Microsoft's Office 365 applications, providing a familiar user interface that supports workforce mobility for both online and offline use.



Benefits

High return on investment

WorkZone delivers a high ROI through a combination of fast and accurate business object modelling, a short and financially attractive path to in-depth digitalisation.

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 task execution.

Enhanced business intelligence

Both the traditional BI and AI-based BI can be developed and implemented faster and with higher quality as the business process can be modelled accurately in the information model.

Reporting and analysis

Allows in-depth reporting using standard reporting tools such as Power BI, allowing creation of rich dashboards and reports to analyse and optimise.

Flexible and scalable

Your organisation is not locked into a predefined information architecture. The information model can be adjusted as requirements change.

Fast training and on-boarding

The clear and transparent modelling of business objects lower the entry threshold in defining process flows and tasks. This is a great benefit, for example, when on-boarding new employees.

High accessibility

WorkZone is accessed from where you already work, such as Outlook, Word, and Windows Explorer. WorkZone is 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

Built-in processes for submissions and hearings based on configurable workflows. Leverage these built-in processes to quickly deploy standard workflows.

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.

Dedicated or shared instances

WorkZone can be deployed as either a dedicated or shared instance with several independent units running in the same instance without sharing documents and cases. It's possible to use a global or specific configuration for an individual unit.

Automated flows

Set up advanced integrations, data source synchronisation, data collection, and template-based document generation.

Providing local support to Australian organisations for over 50 years

Why NEC?

WorkZone is based on flexible modelling of business objects. This modelling structure makes it possible to describe business objects as entities, specify properties, and specify the relationship between the entities. With that kind of flexibility in modelling, the platform can support virtually any type of business area, whether commercial or public.


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.

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- ✔ 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



NEC

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