

# Case Management built for Government

Orchestrating complex case lifecycles, with citizens at the centre

## The Challenge:

Government agencies are managing increasingly complex, compliance-driven processes across fragmented systems. Manual processes, limited visibility, and legacy platforms make it difficult to meet rising expectations for digital services and transparency.

Reduce operational costs by  
**20-30%**  
through digital transformation & process automation<sup>1</sup>

**69%** of  
**Australians**  
are satisfied with government services<sup>2</sup>

<sup>1</sup> Source: McKinsey & Company - "Digital Government: Pathways to Delivering Public Value 2025"  
<sup>2</sup> Source: Australian Government - "Data & Digital Government Strategy Implementation Plan 2025"

## The Solution: NEC AnyCase



NEC AnyCase is a configurable Case Management as a Service (CMaaS) platform designed for government and regulated environments. It orchestrates complex, multi-stakeholder workflows, enabling organisations to digitise case intake, automate processes, and manage end-to-end operations through a secure solution that supports a more people-centric approach to delivering citizen-focused services. Built for Australian government environments, AnyCase combines low-code flexibility with enterprise-grade security, enabling agencies to respond quickly to legislative change and operational complexity.

## Proven Capabilities

1

**Faster time to value** with low-code configuration

2

**Built for compliance** with auditability, security and trust by design

3

**Citizen-focused services** with digital portals and real-time updates

4

**Integrated by design** with API-driven connectivity

5

**Human-centred design** grounded in real-world processes

6

**Configurable platform** that adapts to policy and legislative change

# Business Outcomes



## Complaints & Investigations

Consistent intake, automated triage, and full audit trails



## Licensing & Permits

Digital applications, automated assessments, and integrated processes



## Compliance & Incident Management

Multi-channel capture with structured enforcement and reporting



## Community Services & Referrals

Secure, coordinated case management across agencies

# What Sets AnyCase Apart

Unlike CRM and legacy case management systems, AnyCase is designed for complex, multi-agency case flows. It combines structured case management with flexible configuration, enabling organisations to reflect real-world processes, maintain governance, and adapt over time without being constrained by rigid platforms or heavy redevelopment cycles.



## Why NEC?

NEC is a trusted partner to government, delivering complex digital solutions with certainty. We combine local delivery expertise with global capability to navigate compliance, integration, and operational challenges.

By focusing on practical outcomes, strong governance, and scalable architecture, we help organisations reduce risk, accelerate transformation, and deliver lasting improvements in service delivery and operational performance.

# Contact us to book a live demo

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