On-Demand GDPR Case Management
iCasework's on-demand GDPR case management solution has been designed specifically to manage and report on cases where consumers exercise a right under the General Data Protection Regulations (GDPR) as well as supporting the management, analysis and notification of security breaches.

The solution provides workflows to manage individual rights including:

- The right of access
- The right to rectification
- The right to erasure

- The right to restrict processing
- The right to data portability
- The right to object

By automating the process steps from capture through investigation to reporting, iCasework will enable you to handle requests efficiently and effectively, comply with regulations and improve trust in your organisation.

Our service is designed for ease of use - we believe that you should be able to focus training on your process rather than our software. All input screens are wizard driven and context sensitive. Role based permissions ensure users only see the areas of the system, or indeed the aspects of a case, that they specifically need. And the intelligent, event driven user interface, guides caseworkers through the process, step by step, ensuring staff always know what to do next.

Cases can be logged through any of the following:
- Your web site(s)
- Facebook
- Twitter
- Contact centres
- Staff portals
- Email
- Mobile devices
- Our REST API

Cases can be easily allocated or re-allocated between departments and processes, with specific tasks or responses within a case further allocated to teams or individuals as appropriate. Multiple departments can also be seamlessly prompted to give input on cases, with interaction automated through email, reducing the cost of handling cross-functional requests.

Accessing all information on a case is easy as everything is stored in one central location.

Everything from documents and spreadsheets to audio and video can be attached to cases to ensure caseworkers have all the information they need at their fingertips.

If an applicant appeals against a decision or complains about the handling of their request, the case can be easily escalated and progressed with the system generating the relevant actions and correspondence required to deal with the concerns.

Complaints to an information commissioner can easily be handled and, where appropriate, progressed to specialist handlers - all activities will be stored in the same case file to maximise your efficiency in responding to events.
Every single activity on a case is audited, providing a comprehensive record of each process step, with ‘actions’ and ‘events’ presented through a visual timeline of a case’s progression.

Target timescales are pre-defined to meet regulatory requirements, with the system enabling progress to be monitored for teams or individuals using management reports and dashboards. Receive alerts by Email, SMS or reports when timescales are not met.

Identify and classify the information being received at both departmental and corporate levels. Automated management reporting can pinpoint common issues, under performing departmental contacts and exemptions applied. The extensive trends analysis and reporting facilities include:

- An embedded reporting library with a range of standard reports
- Ad-hoc reporting to allow non-technical users to generate charts, Excel outputs or detail reports
- Team and enterprise dashboards
- Drill-down from reports into case files or Excel
- User subscription to emailed reports, at defined intervals
- Filtering all reports by service area(s)

Easy to use, wizard driven, administration screens enable you to configure many areas of the solution, including:

- Request details captured
- Correspondence templates
- Case and task timescales
- Process preferences
- Information classes
- Departmental service hierarchies and teams
- Third parties and/or staff members involved
Thank you

Need further information? Contact us today:

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