

COMPLAINTS MANAGEMENT SOFTWARE

A CLEAR DIFFERENCE

Never have Ombudsmen services been more important - ensuring fairness for ordinary citizens as economic and social pressures intensify. The challenge is maintaining your commitment to fair, transparent and accountable complaints processes for stakeholders, when budgets are constrained.

With our Complaints Management System (CMS), purpose-built for Ombudsmen, LANWorx can help you maintain that clear focus on fairness. To work smarter so you can continue to make a difference in the communities you serve.



Working smarter

LANWorx CMS software is used for recording, managing and reporting on cases, complaints or investigations, written specifically for Ombudsmen and complaint-based agencies. It helps you work smarter by managing every step of the complaint 'life-cycle', from the recording of the initial contact or enquiry through to reporting on the final outcome.

Incorporating document management and workflow features, LANWorx CMS becomes the single point of access for all information relevant to a complaint.

Choose LANWorx CMS because it:

- Has the flexibility to encapsulate your business terminology, workflow, searching and reporting requirements. And if they should change - its flexibility is its strength.
- Tailors itself to your business processes ensuring streamlining of operations.
- Improves complaints handling and processing while improving communication with all stakeholders.
- Is affordable, innovative and scaleable so it delivers value, now and in the future.

"It is robust and reliable and produces exactly what we need to manage enquiries and the complaints process."

Insurance & Savings Ombudsman Scheme Inc

"With LANWorx there is real engagement, they really want to know how the product can help you and your organisation. They will change the product so that it doesn't drive the business, but supports the business."

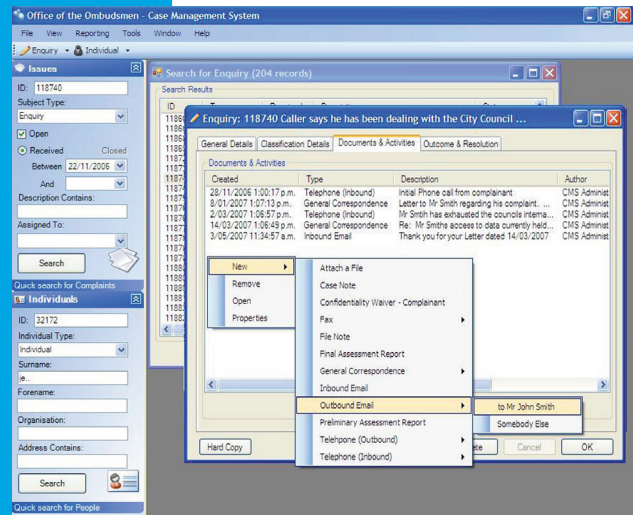
Office of the Ombudsman



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Core features of the LANWorx CMS:

- Helps you manage your complaints, processes & people more efficiently
- Manages all files associated with a complaint - email, letters, faxes etc
- Integrates with the Microsoft Office Suite of applications - Word, Excel and Outlook
- Flexibility to meet your needs - you can call it a complaint, a case, an investigation... it uses your terms, your methods
- A comprehensive suite of reporting tools
- Workflow Monitoring - provides detailed information on the status of each complaint with alerts, escalations and reminders
- Security - a hierarchy of authority levels determines the access rights of each user
- Simple and easy to use interface



About LANWorx

LANWorx have been developing and supporting the CMS solutions since the mid 1990's.

With a core based on best practice and developed in conjunction with the Office of the New Zealand Ombudsman; LANWorx CMS is used by Ombudsman and complaint based agencies in NZ and around the Pacific.

We are more than a software developer, also providing the full range of software, hardware, system management services and strategic IT advice to SME organisations. That means we understand that systems like the LANWorx CMS are a tool to help people to do their job better, and that tool should be easy and painless to use.

Contact us today for more information on our Complaints Management System

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Three core aspects of the product will enable LANWorx CMS to make a clear difference in your organisation:

Workflow management: manage the whole complaint life-cycle

At every point in the life-cycle of a complaint, all interested parties need to be informed on progress through to the eventual resolution of the issue. LANWorx CMS has detailed information on the status of each complaint, which can extend to each complaint having a 'life-cycle' and customer defined status within each life-cycle which allows you to manage the complaint through each stage. The monitoring facility ensures all required actions in relation to a complaint are recorded and prompts and reminders are generated for the assigned case officer for action.

Document Management: store and retrieve it easily

Many types of information and metadata can be stored with a case or complaint, as well as the ability to retrieve and report on this information. All forms of correspondence (email, letters, faxes etc.) can be linked and stored with any complaint for easy retrieval and reporting. The system also supports scanned inward correspondence.

Security: peace of mind, your data is safe and secure

The integrity, security and sensitivity of this information is fundamental to the design of system. A hierarchy of authority levels determines the access rights of each user and security integrated with workflow and document management ensure that confidentiality can be maintained right down to the document level. Internal security between teams is easy to implement for highly sensitive case work.

Microsoft®

CISCO



vmware

symantec.


LANWORX™
People before I.T.