



# TAILORED CASE MANAGEMENT SYSTEM

## In a nutshell

Riziv needed a case management system to automate processes and support simultaneous processing of cases by different departments.

The Appian platform was introduced, and the project was divided into three phases. The solution was delivered within 8 weeks, is future-proof and adaptable to new rules, regulations, and integrations.

LOW-CODE DEVELOPMENT  
INTELLIGENT AUTOMATION  
CASE MANAGEMENT SYSTEM

## THE CHALLENGE

A POWERFUL CASE MANAGEMENT SYSTEM

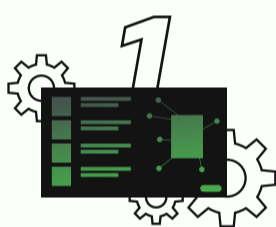
Riziv was looking for a powerful case management system to **automate and support its processes across the enterprise**. They needed a partner who could help them find the right solution, assist them with implementation, and help them build **internal knowledge**.

The focus of this project was to **process all voucher reimbursement requests**. The solution needed to be **flexible and fully aligned** with the **company's processes**, allowing simultaneous processing of cases by different departments within the company. bVlt should also allow **internal and external experts to collaborate** on a given case.

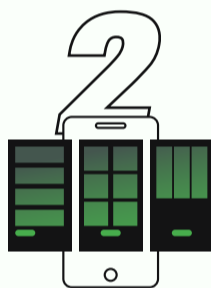
We presented **Appian**, a low-code platform for **automating workflows and apps**, in 3 phases. In the **discovery phase**, we found the bottlenecks and identified exceptions. The **design phase** developed a mobile-friendly app with multiple interfaces to submit requests. Low code helped us focus on requirements and get results faster. Finally, we used **RPA, AI, smart services, intelligent document processing and business rules to automate the process optimally**.

## OUR APPROACH

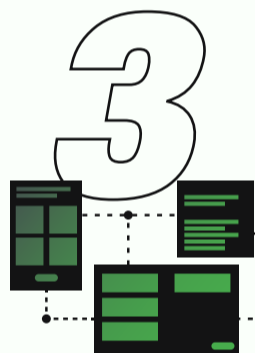
A LOW-CODE PLATFORM FOR AUTOMATING WORKFLOWS



Defining the bottlenecks and exceptions in the client's workflows with process mining.



Development of a mobile-friendly application with multiple interfaces.



Fully automate the processes in the most flexible way.



We were impressed with the speed of delivery as well as the focus on how the solution works in our organization and fits into the overall architecture of IT.

John Doe - CEO Riziv



## THE RESULT

FUTURE-PROOF, STREAMLINED & A UNIFIED WORKFLOW

This solution provides a **future-proof, streamlined way of working** and **unifies workflow** for complex cases. This casewas delivered **within 8 weeks**, with **custom integrations** to meet the client's requirements. Thanks to our **low-code approach** the solution is adaptable to **new rules, regulations, and integrations**.

GET IN TOUCH WITH US!

Maarten Coels  
Senior Solution Architect

