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Marc Assouan, supervisor of the DSI to the State Council



The Challenge: Improve Response Times and Better Manage Interventions

The State Council is an advisor to the French government, examining proposed laws, ordinances, and decrees before they get submitted to the Minister’s Council. The State Council voices an opinion on the judicial accuracy of texts, their form, and administrative relevance. The State Council also serves as a consulting body to the government on any issues that are of a judicial or administrative nature.

In performing its daily activities, the State Council relies on a complex information management system (called the “DSI”) that spans 29 administrative tribunals and seven overseas territories.

To better manage technical problems and more than 7,000 annual on-site interventions, Marc Assouan, supervisor of the DSI to the State Council, decided to find a customer relationship management (CRM) solution that would automate follow-ups on all issues: “We needed a tool that would follow up on breakdowns, but would also be a bridge between the DSI and the technicians dispatched on maintenance calls.”

The new CRM solution would also have to run on an Oracle database. Due to the amount and complexity of the data, the State Council couldn’t risk information loss or system incompatibility.

The Solution: Neocase Software

The State Council chose Neocase because of its broad range of functionality. Neocase, a world leader in customer service software solutions, helps maximize productivity and quality of service through collaboration, self-service knowledge management, partner centers and advanced workflow management. Designed for easy use, quick implementation, and optimized for Microsoft Dynamics CRM 3.0, Neocase can be deployed either on-demand or on-premise.

“In addition to being user-friendly, Neocase Self-Service was the ideal option because it allowed us to share information about breakdowns with our on-site correspondents via the Internet,” said Assouan. “With Neocase, DSI’s personnel and independent contractors can update follow-up files and see the evolution of a breakdown in real time. That’s a huge advantage for us.”

AT A GLANCE:

Organization: The State Council

Location: Paris, France

Industry: Government

Challenge: Ensure automated follow-up and routing of issues

Solution: Neocase Customer Service, Neocase Self-Service

Results: Better workflow and significant time-savings

For more information:

www.neocasesoftware.com

www.conseil-etat.fr

Today, Neocase provides the State Council the following key capabilities:

- Improved ability to respond to incoming calls;
- Automated routing of inquires to the team with the most experience in handling those specific issues;
- Remote supervision of an incident's evolution;
- Creation of follow-up files according to different criteria (e.g. types of incidents, independent contractors, administrative courts or tribunals);
- Creation of daily statistical logs.

The Result: Improved Workflow and Time Savings

Neocase has enabled the State Council to improve operational efficiency. Neocase automatically routes breakdowns to the appropriate person or team, saving considerable time and improving workflow.

"We've used Neocase for the past four years. This software is the perfect tool to supervise our information system," added Assouan.

"Migrating to Neocase's new version will bring us functionality that we haven't had before," said Assouan. "For example, we'd like to create a knowledge database for all types of breakdowns and incidents. Neocase will enable us to do that."

"Migrating to Neocase's version 10 will bring us functionality that we haven't had before,"

*Marc Assouan,
supervisor of the DSI
to the State Council*