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Marc Assouan, Supervisor of the DSI, The State Council



The Challenge: Improve Customer Service Response Times and Case Management

The State Council is an advisory to the French government, examining proposed laws, ordinances, and decrees before they are submitted to the Minister’s Council. The State Council voices an opinion on the judicial accuracy of texts, their form and administrative relevance and 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 the inbound requests, and the more than 7,000 annual on-site cases for the DSI, Marc Assouan, Supervisor of the DSI, determined that the Council needed a more systematized and accurate way of handling its current case load. “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 customer service solution would also have to run on an Oracle database. And due to the amount of and complexity within the data, The State Council would not be able to sustain any information loss or system incompatibilities throughout the implementation process.

The Solution: Neocase Software

The State Council chose Neocase because of its broad range of functionality. Neocase, a world leader in customer service and shared services software solutions, helps to maximize productivity and quality of service delivered through collaboration, knowledge management, self service, business process management and business intelligence. Designed for easy use, quick implementation, and optimized for Microsoft Dynamics CRM 4.0, Neocase can be deployed either on-demand (SaaS) or on-premise.

“In addition to being user-friendly, Neocase Self Service was the ideal option for us, 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. This is a huge advantage for us.”

AT A GLANCE:

Organization: The State Council

Location: Paris, France

Industry: Government

Challenge: Ensure automated follow-up, improve response times and better case tracking

Solution: Neocase Customer Service, Neocase Self Service

Results: Better workflow processes and significant time-savings

For more information:

www.neocasesoftware.com

www.conseil-etat.fr

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

- Improved ability to respond to incoming calls
- Automated routing of inquiries to the expert team most equipped to 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 and reporting measurements

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, which saves considerable time and improves overall workflow.

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

"Migrating to Neocase has brought us functionality that we've never had before."

*Marc Assouan,
Supervisor of the DSI
The State Council*