PYRAMID EXPEDITOR

Pyramid eXpeditor for Case
Case Management Redefined

Developed to improve employee productivity, Pyramid eXpeditor for Case is a collection of pre-defined IBM Case Manager extensions that help employees effortlessly manage documents, tasks and cases. Pyramid eXpeditor for Case works seamlessly with any IBM Case Manager solution.

Bookmarking Viewer: Efficiency and speed are the names of the game for the bookmarking viewer. This high-performance document viewer loads small and extremely large documents and images at blazing fast speeds. Users can view, split and annotate emails and their attachments.

Bookmarks: Add document bookmarks that describe key information so underwriters, auditors or managers can click on the bookmark, read associated comments, and jump directly to the information they seek. Quickly finding key information will decrease your overall processing time and increase productivity.

Case Details: Users can easily see and understand content pertaining to each case with the interactive tabular case details and tasks displays. Users can group and sort case details or tasks to highlight ones of interest.

Case Insights: Search for content not just within your repository, but across all repositories in your organization. This includes folders, case files, documents, metadata, bookmarks and tags. Configure search results to appear in a bar chart, timeline, scatter plot and more.

Comments Feed: Ever want to know what people said about a case? The comments feed does just that. Users can add commentary to every task, document or case. Take it a step further and merge all comments together to create a timeline of user correspondence.

Hold Operation: It happens all the time — your employees need additional information from a client, but have no way to put the task or case on hold — until now. Pyramid eXpeditor for Case allows you to put any case on hold while waiting for a document or a task to complete.

In-Baskets: Give your teams a quick-access destination to high-priority cases. Our in-baskets are flexible to accommodate changing business needs and workloads.

Notepad: A rich text editor that allows users to take free-form notes, drag and drop images and export them as a PDF for later reference. Organizations can customize the notepad with predefined templates to ensure users review and capture essential information to make important decisions.

Quick-Split: Splitting a single document into multiple documents does not get any easier than this. Applying single clicks between pages, a user can continually split a large file into several documents on-the-fly. And, at each break point, the user can specify a new document class and other properties, all in a matter of seconds.

Split/Merge: Increase employee productivity by providing the ability to split, reassemble and merge documents together. Split/merge is a way to create or correct documents, fix scanning and classification errors, and assemble document packages. To ensure security, users can set passwords on documents that will carry over from the source document.

Status Bar: Enhance productivity by clearly displaying the state of a case with informative icons. Never again will your employees ask, what's the status of this case?

Visual Tags: Instantly understand the nature of a document – its status, location and purpose within a process. Each tag has a predefined description and icon created by you.

Configurable Checklists: Provide users with a single reference point for all the steps and documentation necessary to complete any task within a process. Checklists group prescribed checks, tasks, actions and internal comments to ensure no vital step is overlooked. In addition, users are able to record actions and decisions taken to complete any given item giving managers increased visibility and control.