DEPLOYMENT STEPS FOR
Case Manager
TAILOR-MADE SOLUTIONS

PROJECT SCOPE

An in-depth analysis of the Case Manager project will be undertaken. This process entails determining and documenting a list of all specific project goals, deliverables, tasks, costs and deadlines.

DETAILED PROJECT PLAN

A VoyagerNetzCase Manager project plan will be created and will be used to guide project execution.

CUSTOM EXTENSION DEVELOPMENT

The design of every custom Case Manager extension will be covered in the project scoping process. The development of custom extensions will be undertaken according to the design.

DATA INTEGRATION DEVELOPMENT

The Case Manager data integration specifications will be detailed during the project scoping process. Data integration development will be done according to the specifications.

CASEMANAGER

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DATA MIGRATION MANAGEMENT

Case Manager projects often involve migrating users and data from legacy systems. This process is similar to a data integration but is a once-off exercise.

USER INTERFACE DESIGN

Tailor-made Case Manager solutions mostly involve a custom user interface design that is tailored to the customer's exact requirements. Custom fields and user interface designs form part of the project scoping process.

DOCUMENT AND REPORT TEMPLATE DESIGN

Every template involved in the process will be specified and detailed during the project scoping process.

WORKFLOW DESIGN

The various activities, processes and events involved in the workflow will be determined during the project scoping. During the implementation project the workflow will be built according to specification.

ACCEPTANCE TESTING

Acceptance testing will be conducted to determine if the requirements of the contract are met. Every critical aspect of the system will be tested and end-users are responsible for verifying the correctness of the acceptance tests.

SOLUTION DOCUMENTATION

A final step before customer sign-off is to create a basic document describing the user interface, templates and processes implemented as part of the Case Manager process.

CUSTOMER SIGN-OFF

Before proceeding with full training and Go Live the customer needs to sign-off acceptance of the system.

TRAINING

Due to the high level of customization involved in a tailor-made solution implementation, the full end-user training is left for last. Some training will be done during the acceptance testing process; however, this will be revisited during the final training.

GO LIVE

Once all of the above steps of the implementation process have successfully been completed, the system will be ready to take you on a Voyage towards greater efficiency and higher levels of success.

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