TigernixCase

Case Management System

SOLUTION OVERVIEW

TigernixCase, a flexible and customisable software suite pioneered by the Tigernix Group to help case-heavy community service bodies such as non-profit-motive, child health care services, public community service enablers and other community service providers to streamline their operations using a single console. TigernixCase is a viable, robust and case-driven human and social services software that smartly facilitates non-profit organisations based in Singapore.

This solution allows you to handle hundreds of thousands of cases within one day with automated service protocols and algorithms curated to meet the specific case-handling demands of your organisation. As a result, TigernixCase has propelled in redefining the efforts of the future of social work by transforming non-profit-motive organisations that serve thousands of clients into smart organisations that harness social services innovation to meet best-in-class service demands.

We guarantee that your team can deliver human-centred services in the most modernised manner possible and gain the fullest advantages of modern technology to meet your mission-driven goals.

ADVANTAGES

A Balanced Economic Vitality

The financial channels of your organisation must be managed with transparency, and the cash flows must be ideally invested to optimise your social services to meet the client demands. TigernixCase is a solution that allows you to make sure that all your services and experiences faced by your clients are financially worthwhile and that none of the money of your organisation is mismanaged or wasted by any party.

TigernixCase is developed with fast, battle-tested financial protocols executed under accelerated time to value time and funds via integrated financial modules and tools. As a result, you can make sure that all funds are collected, and grants are distributed on time with proof and documentation to all the eligible beneficiaries without any dispute

Gain Complete Visibilities Throughout your Organisational Processes

TigernixCase allows your organisation's administrative and operational teams to gain full-wide visibilities with transparent data channels and smart analytical insights such as the standards of Medicaid Services, performance levels of referrals and caseworkers, the propensity of meeting client demands, and many other noteworthy insightful parameters to make important operational and managerial decisions.

Gaining the best analytical powers allows you to uncover suboptimal performances of your teams, dispel resource wastages, overcome delays in delivering services, evaluate the impact of policies and take the necessary decisions to overcome limitations.

Deliver timely services and never get behind schedule ever again.

Make sure that your organisation will deliver smarter and timely social services, manage and close all your cases right on time. This solution allows you to harness a success-oriented and resilient case-managing platform that can be configured to meet all the unique demands of your social programs and client demands in a data-driven and innovative fashion.

You can make sure that your care services are portrayed transparently and delivered with high standards via this integrated software platform. TigernixCase is developed to ensure that your coordinated care service channels are connected to all your clients, and the needful support is given at the right time by the right people.

Digital Transformation of Health and Social Service Enabling Bodies

Singapore is shrouded with non-profit agencies and social service enabling establishments that support marginalised and vulnerable communities astoundingly. TigernixCase is a solution that is developed by proficient technology specialists and domain specialists to expedite the digital transformations of your non-profit establishment. With this solution's optimal digital transformation capabilities, you can capitalise on high-value client and case data and processes and adopt modern analytical capabilities to optimise your organisation's actions and events profoundly. Connect with Tigernix to transform your non-profit institute with TigernixCase and deliver confident, punctual and efficient person-centred services.

A Data-oriented and quickly accessible approach

TigernixCase is a smart solution that is built to allow non-profit human-oriented institutions to grab the maximum benefits in capitalising on data. Our Case Management Solution allows users to retrieve real-time case information and analyse them to gain insightful information. This solution is advanced to make sure that your organisation makes success-guaranteed decisions and meet all client demands and operational excellence in a data-driven culture. Another main advantage is that it is a swiftly accessible solution. It allows your organisation to access data through any mobile computing device at any time, for it can be accessed via a cloud platform instead of confining your operations to on-prem systems.

Not only human-oriented but also performance-oriented

As much as TigernixCase is a person-centred solution that delivers case-oriented experiences and systems for collaborative engagement to make sure that the caseworkers, citizens and service providers can work together, it also makes sure that your teams' performances are up to the required standard too. With TigernixCase, we are mainly focused on supporting case-heavy non-profit social service providers with the core technology needs to make sure their services are up to the required levels. We allow you to operate confidently and remain undoubtedly compliant to all legal and organisational regulations. We provide proven support for ecosystems, pre-built APIs, performance evaluation and optimisation-specific tools and PaaS services to fill the gap between your current performances and desired performances.

TigernixCase Serves throughout the Case Lifecycle

TigernixCase supports your efforts across the end-to-end life cycles of all your cases. Starting from case intake, case evaluation and management, case reporting, case workflow execution to case records access and controlling, TigernixCase is going to facilitate your caseworkers and managers astoundingly. It supports investigators, managers, executives, caseworkers, clients and all other key stakeholders equally and facilitates all departments of your establishment simultaneously.

Other not-to-be-missed advantages of TigernixCase

This solution houses smart eligibility checkers and other protocols that automate iterative tasks such as checking the eligibility of applicants or sending personalised emails, which saves loads of time and effort; manually executing these tasks is stressful, time-consuming and prone to be erroneous.

Secondly, it has other smart features like compliance checkers, customisable dashboards, analytical charts, credential allocators and a range of other exploit-worthy customisable tools that will help you allow transparent views of your operations and programs. You will never have a problem in proving your authenticity and compliance to authorities and legal bodies or even achieving healthy first impressions from your funders.

BASIC FUNCTIONALITIES

Premium Case Management Efficiencies

TigernixCase is built to help your team address a range of challenges and manage a plethora of case-centric work in a simplified, fully semi-automated and transparent manner. You can use this solution to coordinate and manage your cases while instilling resilience to errors, delays and mismanagement of your cases.

- Automated Case Profile Managers
- Case File Sorters
- Collaborative Access to Case Information
- Embedded Case Prioritisation Highlighters
- Real-time Case Updates

Handle case notes effortlessly

One of the most crucial and sensitive resources for case-heavy organisations are case notes. This is why TigernixCase inherits an exhaustive Case Notes Management Module to keep your case notes archives catalogued, secured and insightful as possible. You can keep all your case notes and sensitive client information secured and well-managed effortlessly thanks to this function.

- Case Notes Catalogues
- Customisable Case Notes Templates
- Easy Case Notes Navigation
- Quick Case Notes Briefing Reports

Manage hundreds of applications within a single console

Based on the social service demands, your company can get from hundreds to thousands of service requests per day. The mundane and monotonous application processing activities of your non-profit organisation can be mitigated and modernised with TigernixCase. This feature allows you to manage all your end-to-end application processes with less effort and time.

- Application Verification Protocols
- Configured Eligibility Checkers
- Embedded Application Statistics Report Generators
- Online Application Submission & Status Trackers

Serve all your clients equally

TigernixCase allows your organisation to secure the well-being of your clients with the aid of innovative harnessing of automation, analytics and cloud services to ensure that your services are provided to all eligible clients equally. You can use this solution to coordinate client data and unlock vital human and social services to all clients at the right time in the right way.

- Client-agent Communication Portals
- Client Appointment Planners
- Client Data Analytics
- Client Mobile Applications
- Comprehensive Client Profile Managers

Provide welfare services in a technologically competent style

Ensure that your clients are provided with their essential welfare services without any delay or discrepancy via TigernixCase's Welfare Management System. You can use this feature to monitor welfare requests, pending welfare services, offered welfare services and view eligible welfare services per client using scalable and interactive dashboards.

- Automated Routine Welfare Service Executors
- Scalable Welfare Service Dashboard
- Welfare Eligibility Checker

Provide grants in a timely and transparent manner

A challenge met by most non-profit institutions is transferring grants to the right grantees at the right time without any discrepancy. TigernixCase is specifically built to meet these demands in terms of matching grant offers with applicant demands and registering grantees, and activating timely and efficient plans for them to receive their grants on time.

- Automated Database Updates
- Coloured Labels to filter Collected, Denied and Pending Grants
- Comprehensive Grantee profiles
- Financial Scheme Management Module
- Proactive Alerts and Notifications

Set the performance standards of your referrals sky-high

Your organisation's case referrals are one of the most important key stakeholders that take up a range of vital responsibilities. This is why TigernixCase inherits an in-built Referral Management Module with an array of technological tools and protocols built to manage and monitor your referral performances under a single glass pane.

- AI-based Referral Skills and Case Matchers
- In-built Referral Planners and Schedulers
- Referral Performance Analytical Reports
- Referral Task Completion Charts
- Systemised Referral Profile Catalogue

Manage all programs single-handedly

Manage all your programs and projects by using scalable dashboards, which allows you to manage several programs within a single console. A smart Program Management System Module is embedded in this solution to help program and project managers curate program plans, execute and manage program actions and monitor the performance effortlessly.

- Collaborative Program Management Platforms
- Program-Based Goal Setters and Trackers

A Financial Management Module like no other

TigernixCase enables an eagle eye vision to monitor and regulate your cash inflows and outflows with smart and integrated financial tools and modules. All the funds you collect and the financial schemes you offer for your beneficiaries will be errorlessly and transparently mentioned in smart databases and financial reports as required by the user.

- Analytical Reports of Spend Behaviours
- Automated or User-based Financial Reports
- Automated Payment Vouchers and Bill Generator
- Integrated Payment Portals
- Real-time Updated Financial Databases

Online Portal and Dashboards to the rescue

Your clients can access information about the financial schemes and services you provide and inquire about them using the online web or app portal that we enable. This way, they can make personal profiles, submit applications and track the real-time application statuses online without any delay. Online service can also be enabled to other key stakeholders such as donors, volunteers, caseworkers, referrals and others.

- Interactive Visualisation Dashboards
- Key Stakeholder Access
- Online Portals & Payment Plans
- Secured Protocols to Protect Online Data

Manage all documents effortlessly

TigernixCase is advanced with smart file catalogues that allow you to save and retrieve files and documents without any delay. You can use this functionality to make sure that your documents are stored properly instead of taking desk and cupboard spaces. In urgent situations, you can simply click a few buttons to retrieve documents in a split second.

- Sorted Document Catalogue
- Document Privatisation Technology
- Smart Document Search Boxes

Host and manage events conveniently

TigernixCase also allows its users to use digital planners, schedulers and schedules to host events, plan meetings and book appointments with clients, referral or carers. This feature makes sure that the user does not forget meetings and events do not clash from one to another. You can use this tool to announce event times and venues to the target audiences too.

- Appointment Management and Communication Tools
- Case Investigation Planners
- Event Schedules and Calendars
- Service Schedulers and Trackers

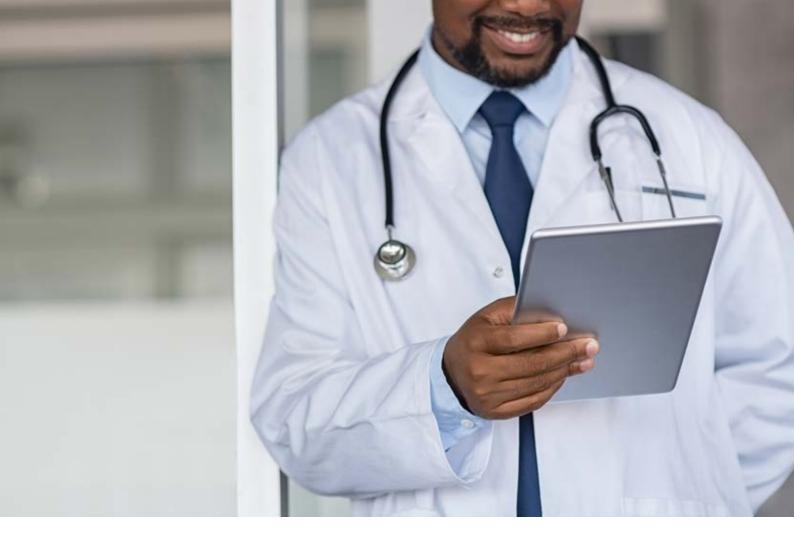## Set goals and track your progress

Collect your insightful information from the TigernixCase Data Analytics feature to understand your current and desired states of performances. Based on this information, you can set goals and targets on a daily, weekly or monthly basis. You can also track how fast you complete these targets and find ways to motivate your caseworkers and referral to perform better.

- Easy Goal Setters
- Goal Completion and Delay Notifiers
- Scalable Goal, Task and Assessment Completion Dashboards
- Scoreboards and Task Completion Players

Enable proactive alerts and notifications based on your demands

Another basic but vital functionality of TigernixCase is its in-built propensity to enable alerts and notifications to make sure that you have managed and evaluated all cases optimally and that you are never behind schedules. You can ensure that all your events and actions are completed on time.

- Customised Timers and Reminders
- Email, SMS, WhatsApp, Siren, and Viber Notifications
- Pre-built Trigger Systems
- User-defined Alerts and Notification Generator

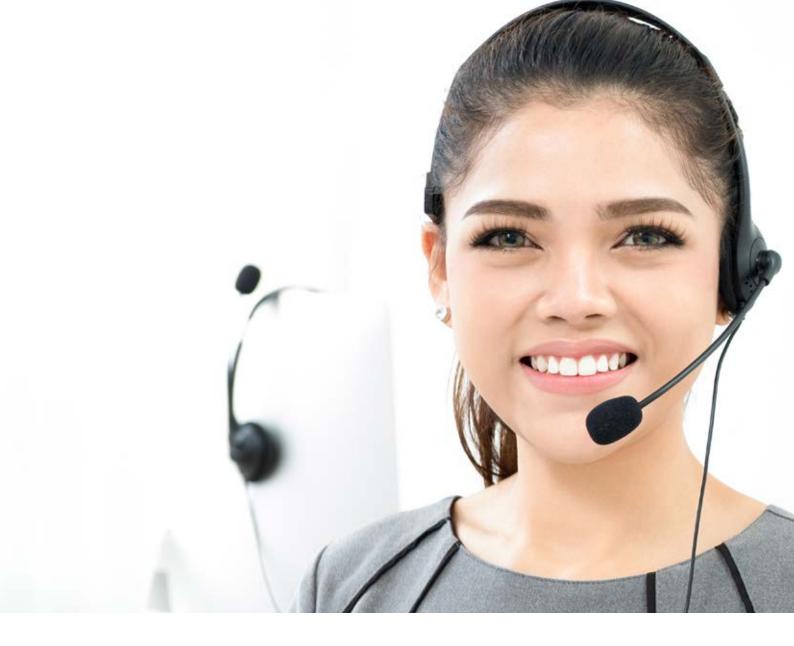## Analytical Reporting at its next best level

In times where all industries are driven by a data-driven culture, taking maximum advantages of your institutional data can never be emphasised enough. Make smarter decisions and optimise your operations and managerial efforts by capitalising all your data with TigernixCase's Analytical Tools.

- Budget Planning and Forecasting Tools
- Analytical Reports
- Analytics-ready Statistical Reports
- Intuitive and Interactive Analytics Dashboards
- On-demand or Routine Analytical Report Generators

Curate Customised Forms

Another sophisticated feature that our solution inherits is allowing authorised users to create and publish forms based on the required applicant or other form filler's details. It is advanced with APIs and protocols that allow you to create purposeful forms and templates based on your demands.

- Customisable Form Templates
- Pre-built Form Template Range

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