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& **Smarter**

An Enterprise Web 2.0

# Case Management System

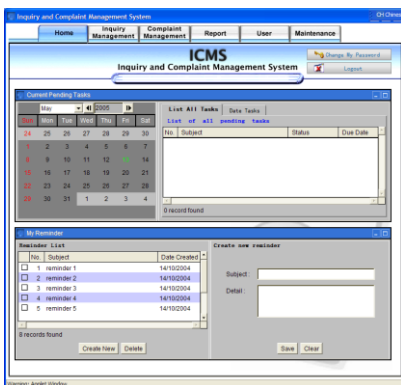


Customer

Ministry of  
Higher Education

Project

## Inquiry & Complaint Management System



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### Business

The Education Ministry directs the formulation and implementation of education policies for higher learning institutions in Malaysia. To develop and put in place a higher education environment that encourages the growth of premier knowledge centers and individuals who are competent, innovated with high moral values in order to meet national and international needs.

### Requirements

- Identifies areas that need changing and allows the Public to provide input to service improvement.
- Gives the Ministry a second chance to serve and satisfy dissatisfied members of the public.
- Provides an opportunity to strengthen public support for the Ministry.
- Helps reduce the Ministry's workload.

### Solution

- The Inquiry and Complaint Management System (ICMS), built on InfoCase, provides automated, web-based tools for registering, managing and reporting on complaints, event details, investigational follow-ups and resolution. This is based on an automated web-based workflow and assignment system.
- The deployed solution is based on Rich Internet Application (RIA) technology called Façado that is a web-based application that has the features and functionalities of a traditional desktop application.

### Result

- Public users' complaint and inquiry is solved at the shortest response time.
- The public users are able to track the status of their complaints and inquiry online.
- Monitoring of complaint and inquiry status by the Ministry.
- Improve the Ministry efficiency in complaint and inquiry process and improve the image and service of the Ministry.