

# EIM's Virtual Case Files Accelerates Army's Response to Disability Claims



**Those who serve in the armed forces should not have to wait months for their disability claims to be processed. EIM and IBM are teaming with the Army to deploy an electronic medical records system that will expedite and improve decision making.**

## **CHALLENGE:**

The Army has come under intense public scrutiny in recent years over long delays experienced by service members seeking medical evaluation for disability status. Currently, an alarming 600,000 disability claims are backlogged in the Department of Veteran's Administration. The process stalls during an intensive phase of medical evaluation when numerous appointments and assessments generate a flood of paper forms. These are being combined with administrative documentation – some electronic and some paper-based – to create a single paper-based case file. Too often, needed documents are lost or misplaced, and routing the paper-based case file is time-consuming. Unfortunately, months may pass before the service member's case can be reviewed.

## **Benefits**

- Case files complete at all times
- Real-time transfer of case files between case workers
- No loss or misplacement of case files
- Decreased processing time
- Convenience, internet access anywhere/anytime
- Easier access by service members to their medical records
- Seamless transfer and sharing of medical data throughout DoD and VA





## SOLUTION:

EIM and IBM have developed an efficient electronic solution that will expedite the Army's decision making on disability requests at Brooke Army Medical Center in San Antonio, TX. The new system automatically assembles virtual case files that direct to a single electronic destination all digital documentation regarding a service member's medical status. The digital format adds the benefit of electronic routing of related documents as well as digital signatures with automated email notifications from one case worker to another – in real-time. This results in no lost or missing files or delays in moving the hardcopy package from one location to another. Additionally, the entire digital case file offers complete visibility for review at any point.

The Army's pre-existing use of the "My Forms" environment provided extensive document management and workflow automation capabilities. In designing the new system, EIM was able to avoid several million dollars in costs by maximizing the Army's investment in the enterprise solution for forms automation, hardware, software and custom coding costs.

The deployment of this solution will allow the Department of Defense to provide the VA with all the supporting documentation necessary to expedite a service member's disability claim and reach well-informed and timely decisions about disability status.

### EIM Solutions

- Developed extensive project management plan for tracking and supporting the project lifecycle including reporting and coordination approval
- Designed and developed the application
- Created and prepared various project documentation and deliverables in coordination with the customer
- Developed software and system architecture plans for implementation
- Developed requirements to support the design and development of the application.
- Provided increased Return on Investment (ROI) for decreased development time and increased productivity

### Software Products

- IBM™ Lotus Forms

### For More Information

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To learn more about IBM:  
[www.ibm.com](http://www.ibm.com)

# EIM Supports US Army with State-of-the-Art Online Tasking with A<sup>2</sup>TS



Task Sheet used by action officers & reviewers to perform their tasks

## Benefits

- Ad hoc routing to one or multiple users
- Eliminated paper processes
- Increased productivity
- Decreased processing time for taskers
- Improved quality and responsiveness
- Extensive reporting capabilities
- Intuitive interface

## The Army Action Tracking

**System (A<sup>2</sup>TS) is new robust digital tasking solution leading the charge with faster response times and increased productivity.**

### CHALLENGE:

The existing system used to manage and track Army action items or “taskers” was considered manually taxing and often complex to a majority of users. Taskers were many times inputted into systems only to be routed in blue folders that were often lost, frequently late, and required a great deal of human intervention to manage.

### SOLUTION:

EIM designed and developed the A<sup>2</sup>TS application that enables the Army to initiate a tasker at any location and route it to any user or users within the secure Army Knowledge Online (AKO) network. A<sup>2</sup>TS supports digital signatures and allows the entire lifecycle of the tasker to remain completely electronic. A<sup>2</sup>TS was deployed by the Army as a business process that allows users to track taskers through all levels of the Army. It is part of a larger Army objective to transition from traditional paper forms management approach to web-enabled, forms-based business applications. A<sup>2</sup>TS is an enterprise-wide initiative that provides ad hoc parallel routing capability as well as user-defined distribution lists that expedite the tracking process. With locally accessible



### **EIM Solutions**

- Organized and lead a Steering Group to oversee the program with representatives from diverse stakeholders
- Developed the plans to support the program objectives
- Developed requirements to support the design and development of the application.
- Established a Change Control Board (CCB) to manage changes to the requirements
- Designed and developed the application
- Developed online training materials to support user training worldwide
- Tested the application prior to release to production
- Established a user Help Desk to handle user questions with second and third level support to handle issues beyond the capability of the Help Desk.
- Provided marketing support to organizations considering the use of A2TS
- Provided one-on-one user support where necessary to establish initial acceptance of the system
- Provided increased Return on Investment (ROI) for decreased development time and increased productivity

### **Software Products**

- IBM™ Lotus Forms, DB2 Content Manager, DB2 Records Manager, DB2 Universal Database, FileNet BPM, WebSphere Portal, WebSphere Business Integration Server Foundation, WebSphere Information Integrator for Content, WebSphere MQ / Workflow, Tivoli Access / Identity / Storage Manager, Library Server & Resource Manager
- Silanis™ Approvel Desktop/XHTML Server



files, URLs and document template attachments, A<sup>2</sup>TS brings digital signature capabilities and allows users to save tasks offline and upload when connectivity is restored.

As part of the overarching Army Publishing Content Management System (APCMS), which was originally designed to formalize the paradigm shift from a traditional forms management approach, to web-enabled, forms-based business applications, A<sup>2</sup>TS was deployed in 2007 as a business process that allows users to track taskers through all levels of the Army. A<sup>2</sup>TS is an enterprise wide initiative that provides ad hoc parallel routing capability with user defined distribution lists that expedite the tracking process. With locally accessible files, URLs and document template attachments, A<sup>2</sup>TS brings digital signature capabilities and allows users to save tasks offline and upload when connectivity is restored.

### **For More Information**

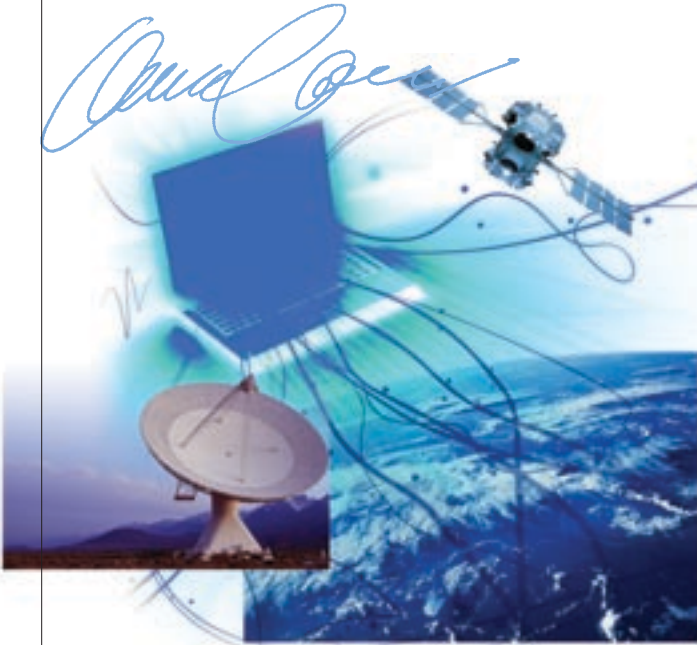
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To learn more about IBM:  
[www.ibm.com](http://www.ibm.com)

To learn more about A<sup>2</sup>TS:  
[www.apd.army.mil/FCMP/ATS/ATSWebsite.htm](http://www.apd.army.mil/FCMP/ATS/ATSWebsite.htm)



# EIM Solution Transforms Army Business Processes & Saves Millions



**When implemented enterprise-wide, just one dimension of the Army Publishing Content Management System (APCMS) solution – digital signatures – will allow the Army to save \$1.3 billion annually.**

## **CHALLENGE:**

At every level and within every function, the Army's business processes had evolved using traditional paper forms. The existing infrastructure represented ad hoc assemblages of hardware, software and engineering methodologies that could not be integrated with state-of-the-art technologies and newer, web-based solutions. Furthermore, it was not possible to share information among systems. Not only were existing processes inefficient, cumbersome and limited in functionality, but in some instances, they also generated risk for Army personnel. For example, U.S. soldiers in combat theaters would sometimes be required to run convoys through hostile areas to secure signatures between forward operating bases and headquarters units.

## **Benefits**

- Eliminates all paper-intensive processes in the Army.
- Allows automatic routing and tracking of 2,000 Army forms
- Provides digital signature and document attaching capabilities
- Encourages collaboration by removing all access barriers and making the application available anywhere in the world with Internet connectivity.
- Reduces data entry efforts and errors.
- Maximizes manhours by allowing personnel to work offline and upload forms to the network when connectivity is available.



**EIM Solutions**

- Organized and lead a Steering Group to oversee the program with representatives from diverse stakeholders
- Developed the plans to support the program objectives
- Developed requirements to support the design and development of the application
- Developed extensive project management plan for tracking and supporting the project lifecycle including reporting and coordination approval
- Created and prepared various project documentation and deliverables in coordination with the customer
- Developed software and system architecture plans for implementation
- Gathered, analyzed and synthesized system requirements
- Established a user Help Desk to handle user questions with second and third level support to handle issues beyond the capability of the Help Desk.
- Provided one-on-one user support where necessary to establish initial acceptance of the program
- Provided increased Return on Investment (ROI) for decreased development time and increased productivity

**Software Products**

- IBM™ Lotus Forms
- Silanis™ Approvelt Desktop/XHTML Server

**SOLUTION:**

With the deployment of APCMS, the Army Publishing Directorate (APD) has implemented a fully electronic solution that brings web-based capabilities, advanced Extensible Markup Language (XML) functionality, and digital signatures to 1.6 million active duty, reserve, guard, civilian and contractor users.

APCMS is an enterprise infrastructure supporting the automation of any business process using tools that are already deployed Army-wide. With the IBM™ Lotus Forms solution, Army personnel are provided a viewer that acts as an interface to fill, edit, print, and save forms. This architecture is unlike other forms products because it stores form layout, graphics, entered data, signatures and other attachments, such as word processing files, as a single object. In many instances, the forms have been “wizardized,” guiding the user through the completion process. Going a step further, APD added a digital signature capability using Silanis technology, with the ability to sign forms and attach documents.

APCMS allows users to move forms among computers and locations, entirely eliminating the need to handle documents physically. The system also provides routing and tracking capabilities, enabling the electronic processing of more than 2,000 Army forms. This powerful solution saves countless labor hours, eliminates lost documents, provides on-line reporting and tracking of forms, and significantly improves the Army’s ability to support deployed soldiers from anywhere in the world.

**For More Information**

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