

Delivering digital transformation during a pandemic

AppBase case management is helping FairWay change the way disputes are managed

Objectives

- Replace aging case management system
- Adapt quicker to business needs and evolving work-from-home patterns
- Improve case processing time and quality

Results

- One secure, centralized case management system
- Real-time integration with core systems
- Automation and self-service
- Ability to deploy system changes in minutes instead of days



130 users (50 external)



1,500 cases a month



1.5 million documents



We wanted a secure case management system that would match our business aspirations. The platform enables us to effectively deliver our services today and meets our future needs because it's fully flexible and scalable. ”

Rhys West
CEO, FairWay Resolution

Challenge and vision:

FairWay case management transformation

FairWay is New Zealand's leading dispute resolution and conflict management organization. They handle over 16,000 cases each year — of all kinds and levels of complexity, including medical, insurance, financial services, telecommunications, family, local government, building and construction, school and workplace disputes.

Supporting staff and contractors, including dispute resolution practitioners (adjudicators, reviewers, mediators and conciliators) and coordinators, requires a robust case management system. While their existing systems had served them well for 7 years, FairWay grew and diversified, their needs developed, and they needed case management systems that could develop with them.

Managing the scope whilst delivering a new system that would meet the latest business requirements was a challenge.

COVID-19

FairWay's digital transformation started before the pandemic, but at a core stage in the project, the global crisis emerged. FairWay was still able to serve New Zealanders during the pandemic, and with their full team working remotely, they chose to progress with implementation despite their lockdown.

How Eccentex helped:

Delivered in the middle of a pandemic

FairWay chose Eccentex AppBase for their new modern Case Management solution. Together Eccentex and FairWay achieved the following:

1. Decommissioned legacy systems and integrated with core systems.
2. Streamlined and automated a new dynamic workflow that fully aligns with the latest business process.
3. Implemented a rostering and calendaring module for users to manage their own availability and workload.
4. Automated electronic file receipts, document parsing and case creation.
5. Migrated complex data and documents while maintaining integrity.
6. Deployed a secure cloud solution to enable staff and contractors to work-from-home and support flexible work patterns.
7. Enabled the business to adapt the solution without relying on external developers.

FairWay's Digital Team deployed the AppBase solution to employees, contractors, and partners in the middle of the global pandemic. With teams from Australia, the USA, the Ukraine and New Zealand, the project progressed despite the need to navigate lockdowns in four different nations.

Outcome:

Unifying on a future proof platform

FairWay is now better positioned to support their growing business for many years to come. New technologies improve efficiency and quality, whilst reducing strain on administrative staff.

AppBase now powers FairWay's two biggest services as well as some critical internal support processes. Having seen the benefits of the new platform, FairWay is now embarking on the next phase, which will see the Case Management system expanded across all their services, enabling the retirement of vulnerable legacy applications and expensive on-premise hosting.

Eccentex delivers award-winning software for case management and digital process automation powered by a flexible low-code platform, to help the world's leading brands and governments achieve breakthrough results.

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Customer name: FairWay Resolution
Industry: Public Sector & Family Services
Location: New Zealand