

A network diagram background consisting of a complex web of white and light blue nodes connected by thin lines, set against a gradient of blue and purple. A dark purple rectangular area is overlaid on the right side, containing the main text. A vertical pink bar is on the left side of the dark purple area.

ans

# Case Management for Outbreak Control

Powered by



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**ANS is working in collaboration with Microsoft to provide you with a highly reliable Outbreak Control Case Management Dynamics solution, delivered in under 3 weeks.**

With the government providing a new funding package of £300 million for local authorities to support the new test and trace service in England, ANS is working with Microsoft to provide a pre-built Microsoft Dynamics solution to help local authorities identify and contain potential outbreaks in places such as workplaces, housing complexes, care homes and schools.

ANS' pre-built Dynamics platform enables local authorities to track confirmed Covid-19 cases along with information regarding the setting of the outbreak, who they have come into contact with, and the pathways and activities to help local authorities to take action to prevent infection spreading at all points of contact.

## How does the Dynamics Accelerator work?

The solution enables you to import track and trace cases from a csv file and automatically create a contact record and a case record within the D365 Customer Service solution. Your service desk users can then see all new cases that have been created, pick a case from a queue and start to triage and action it. Within the case you are able to create and assign tasks and activities out to other users to ensure that the case actions are completed in a timely fashion. Real time dashboards enable you to monitor the queues, view priorities and ensure that all users stay on top of their workload.

With increasing pressure on your contact centres due to Track and Trace, you need greater support. Microsoft Dynamics will ensure you receive insights into case volume while ensuring agents are distributed across channels to engage your citizens across different messaging channels.

## What are the benefits?

**1**

### Rapid Build Success

We'll use a proven remote delivery methodology to ensure a quality build without the need for significant input from you.

**2**

### Fixed Fee

We will deliver your project to a fixed fee so you don't have to worry about scope or cost creep.

**3**

### High Touch Project Support

You'll receive a dedicated Project Manager and short project kick off lead times to get the project off the ground quickly and ensure a smooth delivery.

**4**

### Underpinned by our Managed Service

Our Managed Service is designed to ensure you're able to get the most out of the accelerator, while giving you the ability to call on expertise as and when you need it.

**5**

### Highly Standardised

Based on similar implementations ANS have developed a re-configurable solution, using out of the box functionality and a standard statement of work build process and engagement to reduce time to provision.

### Get 6 months free Dynamics 365 to support your Covid-19 response

Respond even faster to changing business needs due to COVID-19 using Dynamics 365 applications—available free of charge for up to six months. Offer is only valid until the 30th June. To access this offer, speak to your ANS Account Manager.