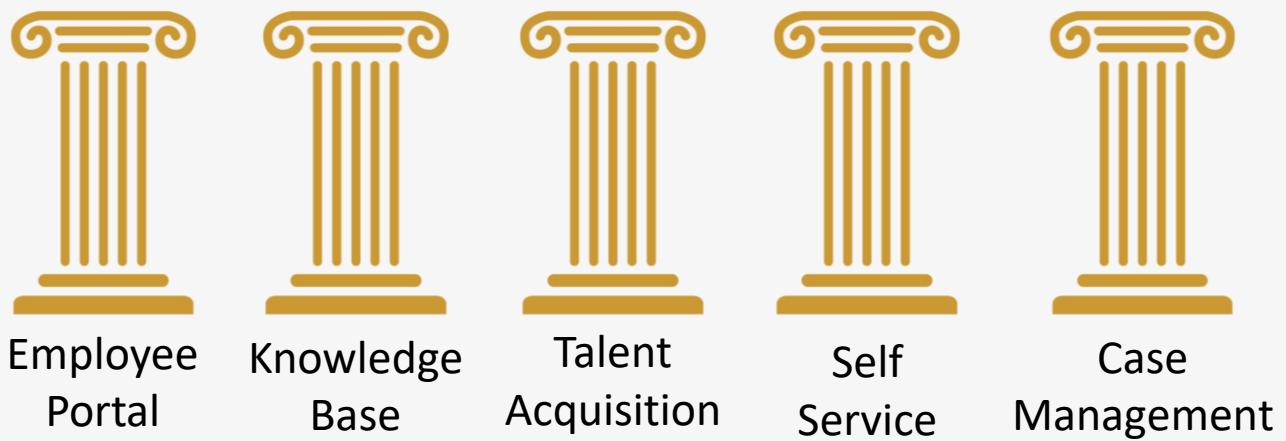


# The Five Pillar Framework of HR Technology



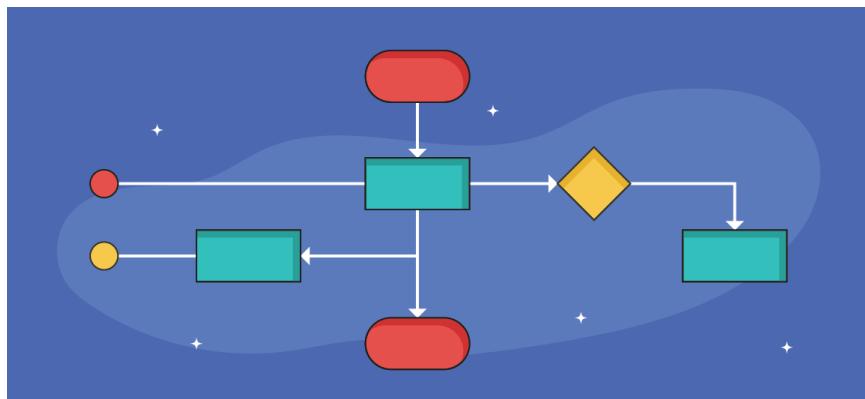
An online course by Peter Alkema, PhD

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World class employee solutions for self-service, case management, portals, knowledge management and talent acquisition

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# Case Management



*Tick off your **Case Management** learnings*

- Track & trace queries through workflow & handoffs
- Technology and reporting can expose bottlenecks
- Service Level Agreements must be enforced
- Customer feedback is integrated with queries
- More than half of medium to large organisations have a case management system in place
- Systems must be robust, high volume and scaleable

*Notes:*