

# The Five Pillar Framework of HR Technology



Employee  
Portal



Knowledge  
Base



Talent  
Acquisition



Self  
Service



Case  
Management

An online course by Peter Alkema, PhD

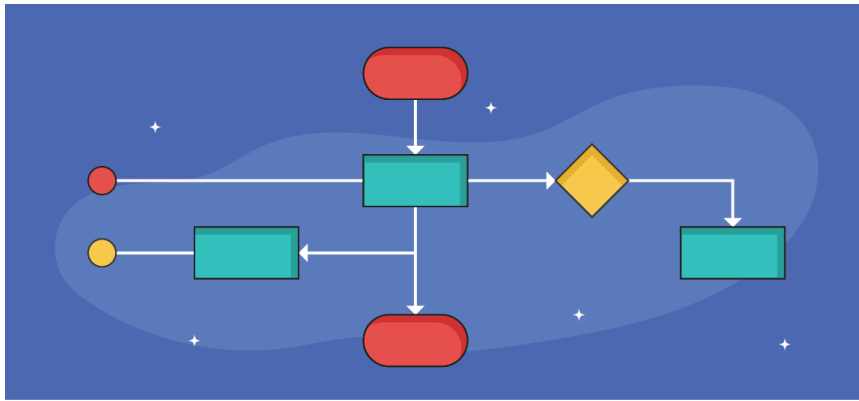
---

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

---

*Get smarter*  
[www.peteralkema.com](http://www.peteralkema.com)

# 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:*