eCASE®

Case Studies

U.S. Department of Housing and Urban Development (HUD)

The Organization

The U.S. Department of Housing and Urban Development (HUD) is a Cabinet department in the Executive branch of the United States Federal Government. HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all.

Challenge

HUD initially required a solution to automate its business process for tracking, managing and reporting on all external and internal correspondence and Freedom of Information Act (FOIA) requests for the agency's 26 program areas and 91 regional and field offices. In addition to challenges related to correspondence and FOIA management, HUD identified several other mission-critical processes across different agency touch points that utilized applications built on outdated technology or inefficient manual methods as candidates for modernization. These included many Human Resources services including Employee Relations, Labor Relations, Reasonable Accommodations, Telework, EEOC Complaints, and others.

For all of these services, our objective was to solve the following problems caused by HUD's existing manual process:

- Unclear accountability for critical outcomes

- Slow service to customers and inadequate maintenance of case files resulting in missed deadlines and non-compliance with external policies

- Inconsistent adherence to HR policy and processes

- Absence of accurate work status information

- Lack of detailed reporting

- Poor data accuracy and tracking

- Lost or unaccounted for documents and records

- Inability to search and report on HR cases

> *eCase is the development platform of choice for new applications at HUD as they continue to transition to a digital business model.*

AINS®

Client Success Story:

U.S. Department of Housing and Urban Development (HUD)

Solution

To meet their initial need, AINS worked with HUD to replace the agency's Correspondence Tracking System (CTS) and FOIA Management systems through implementation of our eCase Frameworks, built on the eCase Platform. After successful implementation and establishment of a strong working relationship with AINS, HUD recognized the power of the eCase Platform and how it could help streamline other challenge areas.

AINS worked closely with HUD to further implement our case management platform enterprise-wide, providing a single, low code solution to unify and modernize processes across the agency. eCase offered HUD a true enterprise case management system (ECMS) that has become the development platform of choice for new applications at HUD as they continue to transition to a digital business model.

Together, AINS and HUD have configured and deployed more than 10 new business applications on the eCase Platform, including Audit Tracking, Benefits Tracking, Employee Relations, Labor Relations, and more. Most recently, HUD began migrating their audit processes and telework processes to the eCase platform.

eCase has enabled HUD to bring new applications to the agency quickly with less risk, and without the constraints of custom code development. By automating and consolidating their business processes on a single, enterprise platform, HUD has accelerated time to value, while providing long-term flexibility to adapt as their applications as processes change.

Results:

- Recognized cost savings of 25%, or approximately $525,000, after the first year

- Improved service to internal and external stakeholders

- Allowed Federal employees to request hearings or appeals from EEOC

- Consistent processes between HQ and field
- Higher quality of managing, monitoring, and responding to official correspondence

- More efficient processing of HR cases

- Easier adaptation to new mandates

- Greater visibility into inefficiencies

- Ease of accessing documents related to cases

- Remote and mobile access

- Enhanced processes for document reviews

- Contractor support consolidation, from 3 to 1

- Positioned HUD as a service provider to other agencies, sharing cloud and hosting environment

- Ability to deploy new applications quickly and cost-effectively

- Eliminated stove-pipe systems by using eCase as a single platform for multiple action

- Simplified administration, support, and upgrades with a very high up- time through eCase Hosting and Software-as-a-Service