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By Nathaniel Palmer

Future Strategies Inc, United States, 2015. Paperback. Book Condition: New. 254 x 178 mm. Language: English . Brand New Book ***** Print on Demand *****.Adaptive Case Management is ultimately about allowing knowledge workers to work the way that they want to work and to provide them with the tools and information they need to do so effectively. Surendra Reddy points out in his Foreword: Imagine a fully integrated ACM system layered into the value stream of an enterprise. The customer support team is able to focus on customer needs, with easy access to the entire company's repertoire of knowledge, similar cases, information, and expertise, as if it were a service. To truly accommodate customers, companies must vest real power and authority in the people and systems that interact directly with customers, at the edge of the organization and beyond. ACM empowers the knowledge worker to collaborate, derive new insights, and fine tune the way of doing business by placing customers right in the center where they belong, to drive innovation and organizational efficiencies across the global enterprise. It's a whole different thing; a new way of doing business that enables organizations to literally become one living-breathing entity via...



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