



Fdata Service and Case Management Software

As modern business moves at a much faster pace, many organizations struggle to coordinate the activities of their various departments, suppliers, contractors and managers.

Every activity in a company, from handling client cases to logging financial data, requires specific workflow and unique business logic. This may require tracking inventory, managing appointments, or tracking complicated service issues that are unique to your industry.

Traditional shrink wrapped software is not designed to handle your specific needs, often requiring duplication of efforts across multiple systems and ongoing lost productivity.

Instead of losing time and sinking resources into building a custom software solution without a guaranteed return on investment, Fdata offers a set of comprehensive solutions that can be deployed immediately using a framework that allows industry specific business logic to be added directly to its software.

Fdata Management Software has taken years of experience in creating best practices for service and case management and developed a unique technological framework which we can customize for each installation.

Our comprehensive solution is ready to be implemented off-the-shelf, but unlike traditional business software, is fully modifiable to meet 100% of your business requirements.

Do not compromise your organizational needs to fit into a software package that costs more and more each year. Our software is designed to be flexible to your industry's needs and can be easily updated when your needs change.

Our team of business experts and software designers will work closely with your organization to provide unified contract management, acquisition and purchase tracking, payment scheduling, and vendor management.



Centralized data management.

When your organization deals with service delivery and a high volume of cases which need to be tracked and managed, your productivity and client satisfaction will improve with a single database that handles diverse business needs.

Your sales, service, and various departments will save time by having instant access to records and client engagement tracking.

Fdata’s solution for service and case management is to deliver a central repository of all interaction, workflow processes, and data management. While delivering standardized reporting, and privacy controls that can be used throughout your organization.

Our software, including menus, forms, and fields can be modified to meet your unique needs. Data can be accessed securely from any computer or through a web portal.

Customized reports can be generated through the software in Microsoft Office formats and made identical to standardized forms and templates that your organization already uses and which your partners or clients require.

At the heart of our solution is the idea that since an organization’s processes, records, and relationships are unique, your software should also be unique.

Keeps data safe and private.

Fdata software is designed to comply with government regulations regarding data security.

It is built on an Oracle database that can handle millions of records and thousands of users while providing unmatched data integrity and allowing disaster recovery solutions to be easily implemented.

Every aspect of the software is permission based, ensuring confidential information on client records remains secure and changes are logged to prevent accidental deletion and ensure accuracy.

Managed business processes.

A built in business process manager allows you to create work flows for managing contracts and defining business logic.

With our system, you can control your operational processes and ensure schedules, tasks and any required compliance issues are executed in a timely manner.

Our business experts will work with your team to design workflow solutions, so that each case, partner engagement, and document can be tracked.

Quick learning through training and familiarity.

To assist users, our programmers will customized screens and work flows to match how your staff already enter or track data.

Fdata creates training materials and administration guides for each installation.

One of the advantages to our solution is that include step-by-step instructional videos tailored for your organization.

An experienced team.

Fdata’s core team have been building data entry applications for over 15 years and are experts at designing, customizing and testing database applications.

Together, with the help of a team of developers, project managers, business analysts and software architects, our team has built 100’s of web and desktop business applications.

We have spent the last 5 years developing an extensible framework that allows us to rapidly

deploy custom business solutions for large companies, non-profit and public sector organization. For new clients, this allow us build their application from existing modules without having to develop the code from scratch. Instead, we can focus on creating the proper work flow, screens, reports and security.

We have used the framework and our business management solutions to successfully deploy solutions for university contract management,

inventory tracking, events management and immigrant service management.



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