



JOBS AUSTRALIA
NATIONAL CONFERENCE

27-28 MELBOURNE
AUGUST **2014**

Primod Govender

IBM Cúram

Smarter Client Management

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software for a smarter planet



Cúram is the leading industry solution for Social Program Management

<p>Regional Presence Federal, Queensland, South Australia and New Zealand</p> 	<p>FORRESTER Independent Market Research</p> <p>"The flexibility, increasingly comprehensive program-specific functionality, and architecture of Cúram's software, coupled with the company's tight partnerships with major league software and service providers, make Cúram the solution of choice for large social enterprises."</p> 	
<p>Domain Expertise <i>Industry Solution</i></p> <p>Social Program Management</p> 	<p>Global Experience ANZ – US – Canada – Europe</p> 	<p>R&D Investment 3000+ Person Years</p> 
<p>Program Coverage >50 Programs</p>  <p>Childhood Aged</p>	<p>User Community State & Federal Government</p> <p>DWP Department for Work and Pensions</p> <p>100 Users → 30K</p>  <p><small>U.S. SOCIAL SECURITY ADMINISTRATION</small></p>	<p>IBM Industry Solution Acquired in Dec 2011</p> <p>CÚRAM SOFTWARE <small>an IBM Company</small></p>


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Cúram Research Institute


ibm.com/curam-research-institute



Thought Leadership




Conference Speakers




Seminar Series

- Australia Disability Roundtable
- ASEAN Social Security Roundtable
- European Care Coordination Roundtable
- ASEAN Smarter Care Roundtable
- Global Workers' Compensation Roundtable




Industry Leadership




Business Development


The Team




Martin Duggan has spent 25 years in health and social programs




Eloise O'Riordan has a Masters of Social Security and 3 years research experience




Ljubisav Matejevic has 20 years working with Government & Healthcare in IBM




Hector Upegui has 21 years experience in Disability and Workers' Compensation



John Edwards has spent over 30 years as a client and researcher in social programs



Uwe Becking spent the last 9 years as an executive in the German Employment Agency




Craig Rhinehart joins us as part of the Smarter Care expansion


The IBM Cúram Research Institute released the Industry Point of View Paper on RightServicing



- A global research project
- Leading edge research initiative for new perspectives for social security organizations to develop policy and deliver services to achieve better social outcomes at a lower cost.
- Involved organizations
 - ATP, Copenhagen Denmark
 - Centre for Social Impact, University of New South Wales, Sydney Australia
 - Department of Human Services, Victoria, Melbourne Australia
 - Department of Social Protection, Dublin Ireland
 - European Institute of Social Security, Leuven Belgium
 - European Social Network, Brighton United Kingdom
 - German Pension Insurance Federal Institute (Deutsche Rentenversicherung Bund - DRV), Berlin Germany
 - German Social Accident Insurance, (DGUV) Sankt Augustin Germany
 - Inter-American Conference on Social Security (CISS), Mexico City Mexico
 - International Social Security Association, Geneva Switzerland
 - Ministry of Social Development, Wellington New Zealand
 - Office of the Deputy Mayor New York City, New York USA
 - Social Welfare Department, Hong Kong
 - WorksafeBC, Vancouver Canada



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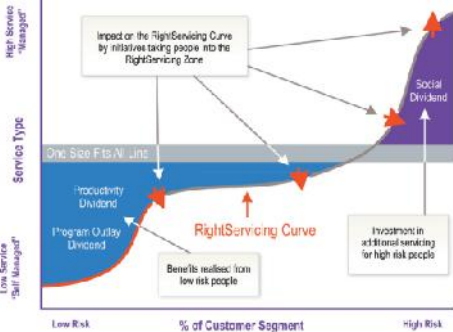
RightServicing™

A new business approach enabling a differential response in social program management

Definition: A set of organizational attributes combining to provide flexibility and agility for a differential service response.

A RightServicing business model is enabled through:

- A reduction of over-servicing through the automation of low risk, simple interactions
- An increase in deep and personalised support to those most in need to eliminate under-servicing



Download the report here: <http://public.dhe.ibm.com/common/ssi/ecm/en/zzl03014usen/ZZL03014USEN.PDF>
 Primod Govender pgovend@au1.ibm.com , M: 0413 216 030

Characteristic	Description
Segmenting	Grouping people together with similar needs and wants
Fast-tracking	Getting through the system with the minimum of fuss
Addressing Complexity	Recognising the complexity of people's circumstances
Managing Risk	Dynamic and focused at better service and compliance
Accessing	How people access and consume the social system
Automating	Technology to eliminate manual processing and reduce process cycle times and costs
Predicting	Early intervention to stop social disadvantage - prevention is better than finding a cure
Micro Programs	Designing social solutions to achieve desired outcomes and address complex problems
Leveraging the Ecosystem	Collaborating and sharing with other agencies and stakeholders

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