SustaiNet SOFTWARE
Stakeholder Information Management Solutions
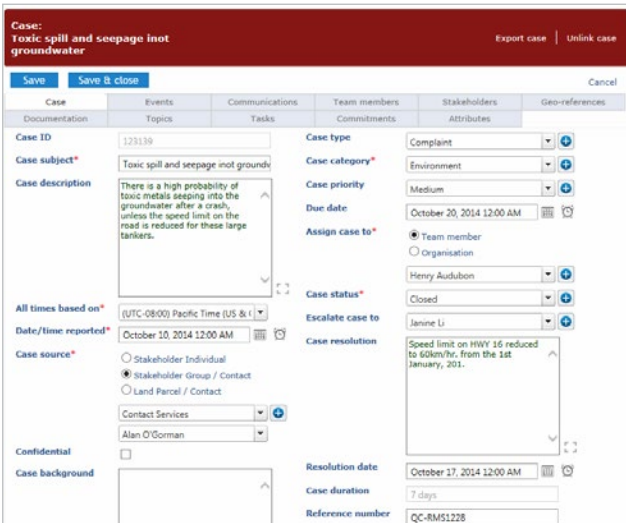
StakeTracker®
Case Management Module

Maintaining a register of formal complaints and 'statements of concern' from stakeholders as a result of organizations business activities is critical, and requires a robust system to record and manage these through to resolution.

StakeTracker's Case Management Module has been designed to help organizations support their processes for dealing with formal complaints raised by project stakeholders.

Cases may involve a specific incident, impact or dissatisfaction that occurred as a result of company's activities, whether perceived or actual. They tend to be more serious in nature than issues and concerns of stakeholders, and are generally formally lodged and may even require 3rd party intervention.

StakeTracker ensures that all such complaints and related dialogue between the parties can easily be recorded in a central place, and given the due attention they deserve. Equally important is the tracking and reporting of all the interactions in order to arrive at some resolution.

Record and document case details
- All pertinent case details are captured in one simple-to-use page

Ensure Accountability
- Assign responsibility of each case to specific team member members, and escalate as necessary

Assign tasks and responsibilities
- Assign tasks with due dates to different team members and monitor progress to completion

Updates case status and priorities
- As cases progress over time, their statuses and priorities may easily be updated to reflect their prioritized importance

Capture all dialogue & documentation on the case
- Any new communications between the parties related to a complaint may be associated with the relevant case
- Past communications may escalate into a case over time, and may easily be re-associated with this case at any time to form a chronological picture
- All related documents are captured and shared with each case

Report on the resolution
- When a Case is resolved, users can report on all aspects from the initial Communication through to resolution.
- Users can link Cases to Events and Communications in order to track the process and dialogue that occurred to resolve the case.

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