CYGNUM **YOUR** **DIGITAL** WORKFORCE MANAGEMENT **SOLUTION**

WORK SMARTER | IMPROVE SERVICES | REDUCE RISK | BE READY FOR CHANGE

CACI

cygnum

INTRODUCTION

Cygnum is an innovative, intelligent digital solution that adapts to your changing needs.

Delivering workforce management, case management and financial management in a single joined up solution, Cygnum helps to maximise efficiency and minimise costs.

Trusted by the likes of Ofsted, the Care Quality Commission and the Civil Aviation Authority, Cygnum is developed, delivered and supported by CACI, a leading UK technology consultancy with deep public-sector domain expertise and a commitment to delivering solutions that transform public service delivery.

Empower your organisation to work smarter, improve services, reduce risk and be ready for change.

WHY CYGNUM?

Cygnum provides you with a 360 degree view of your business processes, giving you a single version of the truth. The solution can be adapted to fit your organisational needs, allowing team collaboration and integration with your in-house systems.

Cygnum helps you apply intelligence to drive digital transformation and better business outcomes.

Give your business what it needs to succeed.

WORK SMARTER AND FASTER
CYGNUM GIVES YOU EVERYTHING YOU NEED TO MANAGE YOUR EXTENDED WORKFORCE.

DELIVER EXCEPTIONAL SERVICE
TRANSFORM SERVICE DELIVERY QUALITY BY ENSURING YOU ALWAYS HAVE THE RIGHT PEOPLE, IN THE RIGHT PLACE, AT THE RIGHT TIME, WITH THE RIGHT INFORMATION.

REDUCE OPERATIONAL RISK
WITH CYGNUM YOU CAN SCHEDULE THOUSANDS OF RESOURCES ACROSS DIFFERENT SITES AND IN THE FIELD WHILST STAYING COMPLIANT.

BE READY FOR THE FUTURE
CYGNUM ENABLES YOU TO PLAN THE SIZE AND SHAPE OF YOUR FUTURE WORKFORCE WITH CONFIDENCE.

1. **Management** – analyses, approves outputs, gains insight
2. **Field/Case Worker** – views schedule & info, captures data
3. **3rd Party Contractor** – has secure external access, captures data
4. **Cygnum** – processes, automates, optimises
5. **Public** – reviews output, trusts the service
6. **Administrator** – supports process, approves and checks
7. **Scheduler** – creates & approves schedules, deals with exceptions

A DAY IN THE LIFE OF CYGNUM...

WHY CYGNUM?

WORK SMARTER AND FASTER

CYGNUM GIVES YOU EVERYTHING YOU NEED TO MANAGE YOUR EXTENDED WORKFORCE.

- Co-ordinate all workforce scheduling and activity-related information in one place
- Schedule efficiently and optimally with a joined-up view of activity
- Match demand to skills, preferences, availability and geography
- Reduce the time, cost and risk associated with complex workforce scheduling
- Give field-based and geographically dispersed staff the right tools and information to do their job
- Make decisions based on data through real-time reporting and analytics

DELIVER EXCEPTIONAL SERVICE

TRANSFORM SERVICE DELIVERY QUALITY BY ENSURING YOU ALWAYS HAVE THE RIGHT PEOPLE, IN THE RIGHT PLACE, AT THE RIGHT TIME, WITH THE RIGHT INFORMATION.

- Match demand to skills, availability and geography efficiently
- Communicate schedules and updates in a timely fashion to your mobile workforce
- Ensure your workforce has the information to make the best decisions at all times
- Efficiently gather key information generated during each activity
- Gather feedback about performance to guide workforce management decisions

REDUCE OPERATIONAL RISK

WITH CYGNUM, YOU CAN ACCURATELY PLAN AND SCHEDULE THOUSANDS OF RESOURCES ACROSS DIFFERENT SITES, WHILST REMAINING COMPLIANT.

- Ensure that only appropriately skilled and accredited people are scheduled to work on a given activity
- Give employees and contractors the information they need to conduct their work to appropriate standards
- Define and implement standard processes to ensure best practice
- Securely record, share and store information relating to sensitive cases or activities, in line with data privacy regulations and Government Digital Service information management principles
- Record time, supporting accurate financial management and providing an evidence base for future operating models
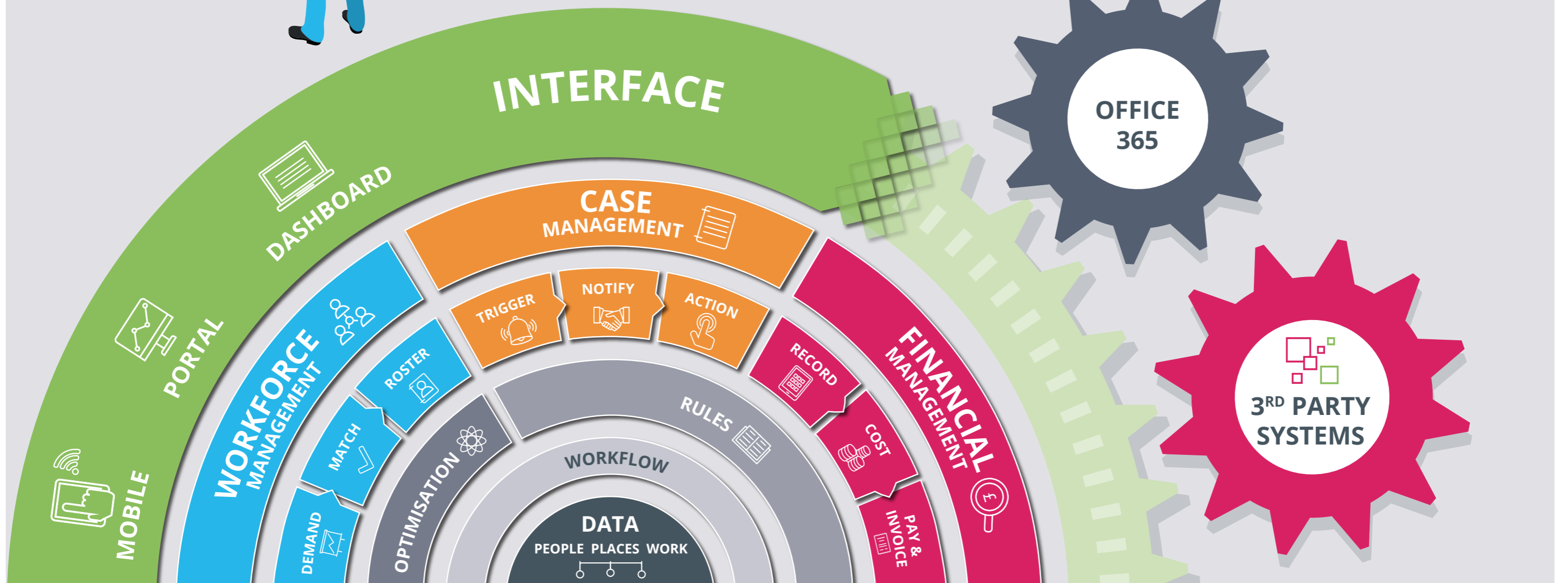- Gather feedback on employee and contractor performance

BE READY FOR THE FUTURE

CYGNUM ENABLES YOU TO MODEL FUTURE DEMAND, IDENTIFY SKILLS GAPS AND PLAN THE SIZE AND SHAPE OF YOUR FUTURE WORKFORCE WITH CONFIDENCE.

CYGNUM ALSO ALLOWS YOU TO BE OPERATIONALLY READY FOR FUTURE CHANGES, WITH A HIGHLY FLEXIBLE RULES ENGINE THAT YOU CAN EASILY MODIFY TO REFLECT CHANGES IN YOUR WORKING PRACTICES.

- Understand the skills, availability and geographical distribution of your workforce
- Analyse your mobile workforce data to support resource modelling of future needs
- Gather the required feedback to guide workforce management decisions
- Easily re-configure the software yourself to reflect changes in working practices
- Scale your workload or workforce up or down with no technical challenges

HOW DOES CYGNUM DO IT?

INTERFACE

OFFICE 365

3RD PARTY SYSTEMS

DASHBOARD

PORTAL

MOBILE

WORKFORCE MANAGEMENT

ROSTER

MATCH

DEMAND

OPTIMISATION

CASE MANAGEMENT

TRIGGER

NOTIFY

ACTION

RULES

WORKFLOW

DATA

PEOPLE PLACES WORK

FINANCIAL MANAGEMENT

RECORD

COST

PAY & INVOICE

At its heart Cygnum is built on a powerful, robust database which allows the modelling of your business and intelligent capture and association of all your most important data:

- Define and store everything you need to against key records like People, Places and Work

- Model the way your organisation and operations work with hierarchical and cross-referenced structures

- Add your own additional data items instantly and easily wherever necessary

- Search and retrieve stored data efficiently, no matter how many records there are

- Scale data sets up and out as your organisation changes, and ease data migration with Cygnum's dataload toolkits
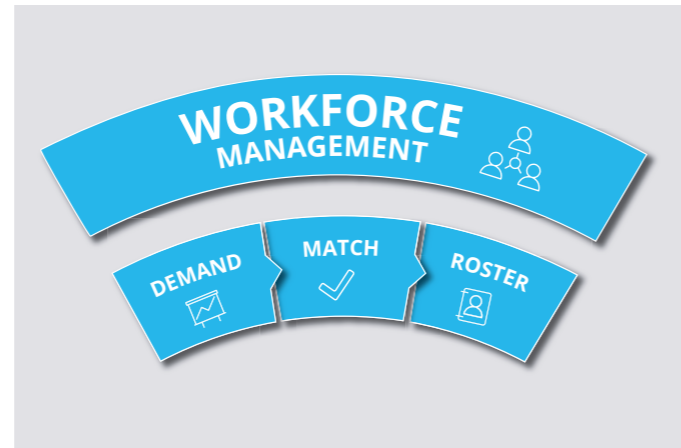
Without the right tools scheduling workforces with complex workloads can quickly become difficult and time consuming. Cygnum helps, providing all the workforce management functionality you need, including:

- Automated demand creation based on business rules

- Shift pattern definition by resource type including absence management

- Sophisticated resource-to-demand allocation based on business rules and resource criteria

- AI schedule optimisation, including auto-allocation

- A digital wallchart view with rich tools to assist manual scheduling adjustments

- Ability to trigger Cygnum workflow based on scheduled activity

Ensure your work is captured and stored effectively and that your users have all the information they need to analyse, communicate and move through casework whilst ensuring the highest quality of output and customer relationship is maintained. With Cygnum's forms, contact and workflow functionality, casework can be supported to deliver high performance:

- Design Cygnum forms to capture information in the way you need, with smart features to auto-populate information based on user-definable rules

- Manage external contact in and out with Cygnum's CRM engine, including predefined templates and Microsoft Office integration

- Store or link to external case documentation from within Cygnum

- Map your business processes into Cygnum workflow, breaking down work into consistent tasks which can reflect any function within Cygnum

- Configure role and team-based ownership and timings on tasks based on user-definable rules

- Allow workflow to be triggered by contact, resource allocation or conditional events and activities

- Access and manage case history and workflow through an intuitive workdesk view

Understanding the financial implications of your operations can be crucial for business success. Cygnum's financial functionality allows deep insight and accurate output on your operational activity to give you visibility and assurance on your numbers:

- Allow your teams to record what they did when, and for how long, with Cygnum Timesheet functionality; including auto pre-population based on planning and authorisation control

- Record expenses against work in Cygnum with user-definable analysis codes and rates. Flag as reimbursable to be auto-included in billing

- Define cost and charge against planning and actuals using Cygnum's Charge functionality, allowing time and unit-based calculation with user-definable conditions and banding

- Use Cygnum's Pay Calculator functionality to analyse and aggregate what your staff have spent their time on, including absence, TOIL rules and export to payroll systems

- Bill customers on work done based on auto-population from timesheets or flexible billing rules, including user-definable invoice templates and structured export to accounts systems
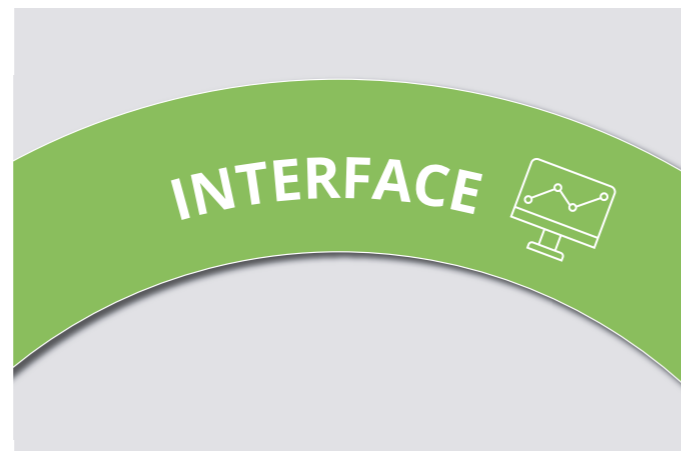
Cygnum has been designed to be open, interoperable and accessible for you to use. Its user interface includes direct web, dashboard, portal and mobile access, whilst its integration and analytics engines allow bi-directional third-party integration and data extraction. Interface features include:

- A personalised web dashboard featuring user-definable analytics and reports based on real-time data from across Cygnum

- Portal access for specific user groups with highly intuitive, focussed functionality and formatting control

- Touch enabled to allow user access from mobile devices

- Mobile App framework to allow rapid implementation of apps

- Interoperable with Office 365 including Outlook, Sharepoint, Teams and Power BI

- An integration engine to provide and consume Open API, RESTful and SOAP web services

- Cygnum data can be surfaced to Microsoft SQL for analytics and insight

> " A personalised web dashboard featuring user-definable analytics and reports based on real-time data from across Cygnum "

MEETS YOUR IT REQUIREMENTS

Cygnum has been designed to meet the requirements of IT functions concerned with digital transformation, security, privacy and accessibility. CACI are ISO27001 and Cyber Essentials Plus certified. Cygnum meets WCAG guidelines and can be supplied in the Cloud or on Premise as preferred.

BENEFITS OF WORKING WITH CACI INCLUDE:

Deep sector expertise with over 25 years' experience of developing and implementing solutions for UK organisations

Functional domain expertise accrued from specialising in the development of workforce scheduling and case management software solutions

Experienced consultants who work with you to understand and configure Cygnum to your requirements

Proven FUSION delivery methodology for on-time, on-budget implementation

fusion

BPSS/Security Cleared staff

Onsite training and eLearning for effective knowledge transfer

Strategic, long-term commitment to continue developing Cygnum

Proactive support and management; we'll listen to you and act on what you say

Active user community with regular feedback and ideas-gathering exercises

It's a good relationship and quite an informal one. We have CACI on Skype and if we need anything, we can just drop them a message and they respond. That informal approach is good for us.

Tim Corringham,
Senior National Resource Planning Manager,
Care Quality Commission