

PUBLIC SECTOR CASE MANAGEMENT SOLUTIONS

CONNECT PEOPLE, PROCESSES, DOCUMENTS,
AND REPORTING ACROSS THE CASE LIFECYCLE



CUSTOMER EXPERIENCE MATTERS IN PUBLIC SERVICE

Every request, application, or renewal represents a person waiting for an answer—a homeowner seeking a permit, a parent relying on a benefit, or a constituent looking for an update on their case. The work of public agencies has a real impact on the people of cities, counties, and states.

When the process behind that request isn't thoughtfully designed, the person waiting on the other end feels it. A fragmented approach to case management creates service, visibility, and accountability risks that show up in ways your team sees every day.

A FEW COMMON DAY-TO-DAY CHALLENGES

Eligibility Delays

Slow eligibility determinations extend wait times for constituents and increase pressure on agency resources, creating backlogs.

Case Handoff

Incomplete intake information and manual case tracking make it difficult to identify priorities when staff are on leave or reassigned.

Unpredictable Reporting

Supervisors and leaders are unable to see case volume, backlog, cycle time, or where work is getting stuck.

CASE MANAGEMENT SOLUTIONS FROM BlueIrisIQ

Exceptional constituent experiences start with well-designed case management processes. Our proven methodology, refined through decades of experience, connects people, information, documents, tasks, milestones, and reporting within a unified framework that improves visibility, consistency, and control across the entire case lifecycle.

From this foundation, your agency gains six essential capabilities that drive efficient service delivery and continuous improvement.

6 CAPABILITIES YOUR AGENCY GAINS

1



Guided Intake

Collect the right information at the start and reduce avoidable back-and-forth.

4



Document-Connected Casework

Hold supporting information tied to the case, so staff do not lose time searching.

2



Complete Case View

Give staff a clearer view of case activity, documents, status, communications, and next steps.

5



Reporting & Visibility

Help leaders see workload, backlog, case status, cycle time, outcomes, and operational risk.

3



Task & Milestone Control

Assign work, track deadlines, trigger reminders, and escalate what needs attention.

6



Accelerate Benefit Delivery

Enable faster, more consistent benefit delivery through streamlined processes and improved decision-making

Customer Success Spotlight:

HOW BlueIrisIQ IMPROVED CONSTITUENT-FACING PROCESS

When a statewide Veterans Services agency needed a better way to manage fragmented case information across spreadsheets, file shares, older applications, documents, and service activity, they turned to BlueIrisIQ.

We helped them move to a more connected case management approach. The results included full, real-time visibility across case records and a significant increase in the team's capacity to support constituents through its Veterans Services programs.

WHO Statewide Veterans Services Agency 

WHAT Constituent Case Management

WHERE New England, USA

RESULTS

70,000+ constituents served with improved outcomes through individualized program recommendations.

100% visibility and tracking, providing real-time insights for better decision-making.

150% Increased support capacity by 150% by simplifying access to case records and reporting.

WHO BENEFITS FROM OUR PUBLIC SECTOR CASE MANAGEMENT SOLUTIONS

State Agencies

Veterans Services, labor and workforce, child and family services, senior services, benefits administration, and other case-driven programs.

County Governments

Constituent services, eligibility determinations, service coordination, case tracking, document collection, and reporting.

Local Governments

High-volume public service requests, applications, follow-up management, inspections, and constituent communication.

A CASE FOR BETTER CASE MANAGEMENT

1



2X PUBLIC TRUST

States with the highest constituent satisfaction earn roughly double the public trust of states with the lowest.

2



41% SATISFACTION

The early "learn" and "apply" steps make up nearly half of a person's overall satisfaction with a government service.

3



UP TO 75% LOWER RISK

Strong constituent experiences can significantly reduce negative public attention and media scrutiny.

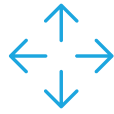
WHY CHOOSE BlueIrisIQ FOR PUBLIC SECTOR CASE MANAGEMENT

Every agency runs casework a little differently, shaped by its own programs, constraints, and history with past systems. We start with how your team works, and we build the solution around that using a field-tested approach. Our 200+ certified professionals have spent years working across every level of public agency and understand the critical nuances of public experience, data security, and compliance.



Process-First

We start with your processes, then align the right technology.



Platform-Agnostic

Expertise across Salesforce Public Sector Solutions and Hyland OnBase



Proven Expertise

Deep experience in government, insurance, and other highly regulated industries.



Post-Launch Support

Managed services provide continuous updates and improvements after launch.

READY TO IMPROVE YOUR CASE MANAGEMENT OPERATIONS?

Book a Case Process Review.

In a brief discovery session, our team will assess your current approach, identify process gaps, and provide practical recommendations for improving case management operations.

To schedule your review, email us at ijm.support@kmbs.konicaminolta.us

**A CASE MANAGEMENT SOLUTION THAT GOES BEYOND SOLVING
THE SOFTWARE PROBLEM BY SOLVING THE OPERATIONAL PROBLEM.**

For complete information on BlueIrisIQ solutions, please visit: BlueIrisIQ.com

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