

BlueirisIQ TRANSFORMS CONSTITUENT SERVICES FOR A STATE EXECUTIVE OFFICE WITH SMARTER DATA SYSTEMS

Streamlines Data Architecture, Improves Service Delivery

WHO

Statewide Veterans Services Agency



WHAT

Constituent Case Management

WHERE

New England, USA

RESULTS

- **70,000+** constituents served with improved outcomes
- **100%** visibility and tracking
- **150%** Increased Support Capacity by 150%



THE SITUATION

A State Veterans Services Agency serving over 70,000 constituents faced inefficiencies in case management due to siloed data trapped in excel spreadsheets, file shares, and antiquated applications. These disconnected systems led to missed opportunities to deliver comprehensive support, as they failed to identify cross-departmental interactions that could improve constituent outcomes. The agency sought a **cloud-hosted platform** that enabled seamless workflows, document management, and both shared and standalone service environments.



THE SOLUTION

With a strong track record of successful partnerships with state agencies, BlueirisIQ's team with their vendor-agnostic approach, emerged as the consulting partner of choice. We recommended and implemented a Content and Case Management platform, known for its robust capabilities in case lifecycle management and data integration.

Key enhancements included:

- Centralized case management to provide a unified view of constituents.
- Cross-departmental data sharing to identify distress indicators and streamline workflows.
- Customizable environments, allowing agencies flexibility in managing information-sharing boundaries.

BlueirisIQ amplified the platform's capabilities through discovery workshops, customized solution design, and hands-on support during implementation. The result was a seamless transition to a more effective and user-friendly system.

WHY BlueIrisIQ?

- **Powerful Integration:** By creating a 360-degree view of constituent information, the platform helped the agency address complex cases with greater precision.
- **Customizable Workflows:** Tailored workflows empowered agencies to maintain their autonomy while fostering collaboration.
- **Enhanced Expertise:** BlueIrisIQ's end-to-end consulting and professional services ensured smooth onboarding, minimal disruption, and immediate ROI.

OVERALL RESULTS

- **70,000+ constituents served with improved outcomes** through individualized program recommendations.
- **100% visibility and tracking**, providing real-time insights for better decision-making.
- **Increased support capacity by 150%** due by limiting the complexity of finding and updating case records and report.

The Agency CIO summarized the impact:

"The BlueIrisIQ solution improved how we deliver services. By eliminating the data silos, the solution not only enhances efficiency but enables us to identify and meet the individual needs of our constituents like never before."

CONCLUSION

Faced with a fragmented data system, this agency turned to Konica Minolta to overcome challenges and drive measurable improvements. Together, they delivered a cloud-hosted, flexible solution that unified data, optimized workflows, and significantly enhanced service delivery.

BEGIN YOUR JOURNEY TODAY!

Ready to transform your agency's data systems and elevate constituent services? Contact BlueIrisIQ today to explore how our content and case management solutions can empower your organization.

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

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