

## Synergi Case handling



**detecting risk**

### LEARN THE BASIC GENERAL CASE HANDLING IN SYNERGI®!

If you are to receive initial reports from Basic reporters, you will need to know how to process the case and make sure that the workflow you have in your organisation is followed also in Synergi®.

We will teach you how to make sure that each case is handled correctly.

### CURRICULUM

- Introduction to the concept of "Synergi®"
- Handling cases from Basic reporters and Case handlers` point of view
- Risk classification and cause analysis
- Action follow-ups

### PURPOSE

After this training you should be able to do high quality case handling in Synergi®.

### TARGET GROUP

Everyone who will use Synergi®.  
No previous Synergi® knowledge needed.

**Duration**  
1 day (6 hours)

Logica Norge AS  
International Competence Center  
Synergi  
PB 414, 4067 Stavanger Norway  
Visiting Address: Laberget 28, 4020  
Stavanger  
T: +47 51 44 22 60

Interested?  
Contact the Logica Synergi Support for more information by calling +47 51 44 22 60 or send an e-mail to [support@synergi.com](mailto:support@synergi.com)

Logica creates value for clients by successfully integrating people, business and technology.  
It is committed to long term collaboration, applying insight to create innovative answers to clients' business needs.

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