



CUSTOMER RELATIONSHIP MANAGEMENT

July 8, 2025

Project Overview

Stage 1 (Completed)

- Basic case management

Stage 2 (Completed)

- Enhanced case management

Stage 3 (In Process)

- Public access
 - Portal
 - History

Approach

- Accessible by design (WCAG 2.0 Level AA)
- Digital alternatives
 - Hard copy
- Natural language
- User centric
- Feedback



Hamilton

THANK YOU