



EQUIFAX

CaseBuilder Platform

Intuitive Unemployment Case Management

Equifax processes millions of unemployment claims each year for over 6,000 clients nationwide. That kind of scale gives us the unique process insights that go into the CaseBuilder™ platform — our intuitive and intelligent web-based solution to help streamline unemployment case management.

From an initial claim to final decision, our flagship, online platform is designed to help deliver a centralized workflow to efficiently manage claims and case-related activity, including:

- Digital document management that creates a centrally accessible, easily searchable archive of unemployment claim documents and activity
- Prompted processes and procedures to help you complete tasks quickly across multiple departments or locations
- Integration with SIDES in 49 states
- Delegation tools to help you assign the right people to the right response requests for information
- “At-a-Glance” management dashboard with claim status summaries, metrics and alerts to help improve accountability, compliance, response time and win rates
- Consolidated online dashboards to help merit-rated employers track and access Tax Rate Notices and evaluate Voluntary Contribution options
- Responsive design to help accommodate a mobile-enabled workforce
- SSAE16 SOC1 Type 2 certification

Coupled with our consultative service, analytics and support, unemployment case management with CaseBuilder is optimized with features and modules designed to offer improved workflow, and helps to integrate compliance and case management best practices. From the HR department to the C-Suite, we help clients make better decisions based on their unique unemployment caseload.

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The CaseBuilder platform is designed to help employers:

- **Manage SUI Tax Liability**
- **Recover Improper Payments**
- **Improve UI Compliance**
- **Reduce internal UCM workload**