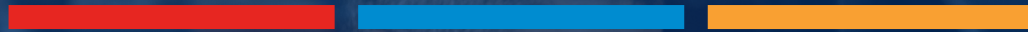# TB TECHNOLOGIES

Phoenix OneCase

A cloud-based, dynamic, customizable, workflow and forms engine built by and for disaster and emergency management professionals to rapidly deploy tools for case, program, and grants management.

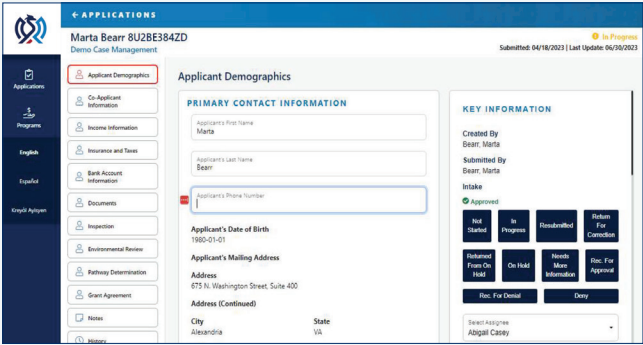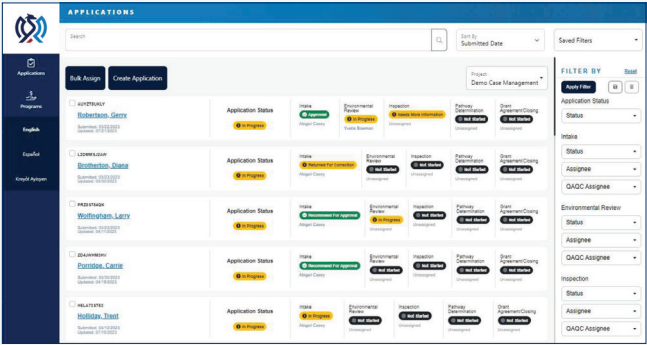tidalbasingroup.com

Be stronger than before

An efficient and reliable grant management system is a critical component to streamlining operations, facilitating compliance with program requirements, and promoting transparency through ease of reporting.

Robust, custom workflows

Phoenix OneCase offers highly customizable workflows to meet the needs of any case or grant management program.

Case Manager View of Individual Application

Case Manager View of Applications by Phase and Status

Nuances exist between every program and its related projects. Phoenix OneCase empowers clients to configure a solution to meet their unique program needs. The application is designed to support intake, workflow, program management, and reporting with the flexibility to service both individuals and subrecipients, while tracking obligations and awards under a single program and grant allocation.
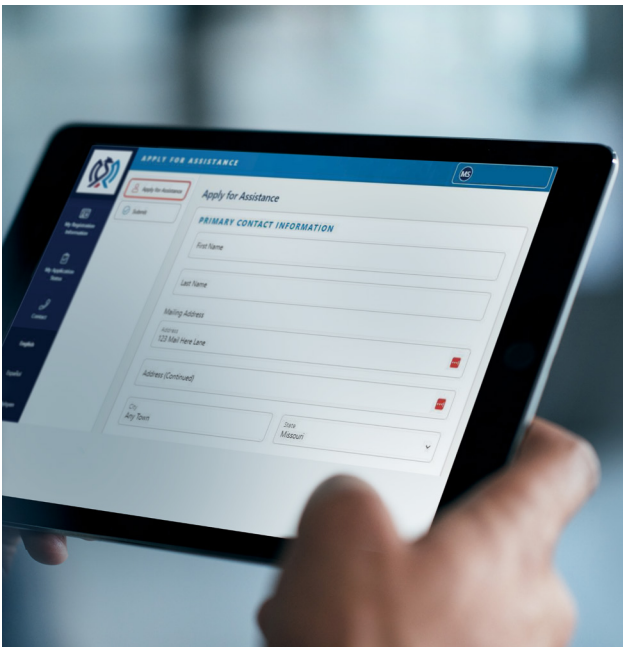
Scalable, secure infrastructure

Phoenix OneCase utilizes the Amazon Web Services (AWS) cloud and its myriad technical offerings to support a secure, scalable, flexible solution accommodating a wide range of program and project requirements.

Additional features of cloud hosting include:

- A state-of-the-art technology stack, selected for longevity, stability, maintainability, durability, high performance, and a polished user experience.

- Dynamic scaling to meet surge demand and ensure high availability.

Load-tested to support 50,000 concurrent applications within 30 minutes

Functional Capabilities

Phoenix OneCase is designed to effectively manage multiple program types. Our platform enables streamlined workflow tracking, collaboration, and reporting, ensuring effective communication and progress monitoring. Additionally, the system provides efficient secure processes for upload, management and retention of documents. Centralized data storage supports customized reporting and analytics aligned with program management goals.

- Track multiple projects within one or more programs with shared or unique funding, goals, data attributes, review stages and roles.

- Unique URL for each project or application type.

- Fully customizable registration questions configurable from time-saving pre-defined templates, or completely from scratch.

- Configurable phases with gatekeeping, state management, QA, and case manager functions defined by role, phase, project, and program.

- Applicant interface for submission, communication, progress tracking, and application updates capable of supporting 50,000 concurrent connections.

- External applicant communication; email, text and document upload support for wayfinding and problem resolution.

- Configurable role-based case management supporting thousands of concurrent users per program across unlimited program defined roles.

- Multi-language support for all customer facing interfaces.

- A commitment to ADA compliance ensures service is available to the most vulnerable populations.

Technical Capabilities and Specifications

Phoenix OneCase is hosted in AWS to provide a scalable, fault-tolerant technical ecosystem. The modular architecture allows for the independent scaling of components, specific to client program requirements. The single sign on, multi-factor authentication (MFA) and configurable role-based access control (RBAC) supports least privilege access and enforces best practice for authentication and authorization to ensure regulatory compliance.

- Cloud hosting enables high availability (24/7) and dynamic real-time scaling to support surge usage.

- Data integrity checks: required fields, address validation, format masks, data type checking.

- Ability to align to prescriptive FedRAMP guidelines (based on the FedRAMP moderate control baseline from NIST 800-53 rev4).

Administrative Features

Phoenix OneCase supports client program initiatives through our completely customizable reporting and analytics dashboard. We integrate external reporting systems via direct interface, API or data export, which allows us to export data in industry standard or custom formats.

- Azure Active Directory and SAML support for authentication.

- Registration portal for applicants provides self-service, just-in-time (JIT) system access.

- Administration portal allows for management of staff users, case and program managers, auditors, QA/QC, reporting

For more information on Phoenix OneCase or any other program support, contact us today.

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⬤ TB TECHNOLOGIES

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