

# LexiPoint vs Case Management

Salesforce Public Sector · Appian · ServiceNow — great workflow, zero policy intelligence.

## THE BOTTOM LINE

Case management moves cases forward. LexiPoint determines where they should go. “Can’t Salesforce do this?” is the #1 question we get. Answer: Salesforce routes the case. LexiPoint decides whether it should be approved.

## WORKFLOW IS NOT DECISIONING

<p><b>Case Management Platforms</b> Workflow orchestration</p> <p>Route applications through queues, assign caseworkers, track status. The platform knows where a case is. It does not know why the applicant qualifies — that lives in the caseworker’s head or a PDF manual.</p>	<p><b>LexiPoint</b> Policy intelligence layer</p> <p><b>Encodes regulatory criteria so decisions are consistent, explainable, and auditable. Sits between intake and workflow — receives data, reasons over policy, passes decision package to whatever CMS the agency already uses.</b></p>
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## HEAD-TO-HEAD COMPARISON

	Case Management	LexiPoint
<b>Core function</b>	Manage the lifecycle of a case	<b>Determine the outcome of an application</b>
<b>Key question</b>	"Where is this case in the process?"	<b>"Should this person be approved and why?"</b>
<b>Decision logic</b>	Basic field validation, manual review	<b>Full regulatory ontology with rule dependencies</b>
<b>Policy changes</b>	Update forms, retrain staff	<b>Update ontology — all decisions reflect new rules instantly</b>
<b>Impact modeling</b>	Not applicable	<b>Model what-if scenarios before changes go live</b>
<b>Deployment</b>	Full platform replacement (12-24 months)	<b>API layer — complements existing CMS</b>

## HOW TO POSITION IN CONVERSATION

- “We’re not competing with Salesforce — we make Salesforce smarter. LexiPoint feeds explainable decisions into whatever workflow system staff already uses.”
- “Right now caseworkers open a case in Salesforce then reference a 200-page manual. LexiPoint automates that judgment so your team focuses on exceptions, not routine approvals.”
- “Replacing your CMS is a \$5M, 2-year project. Adding LexiPoint is an API integration that preserves every system staff already knows.”

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