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Investigative Case Management
Enhance investigation effectiveness from complaint to resolution

Investigative agencies in the Public Sector struggle with long case resolution times as investigators swivel-chair between multiple systems and overcome coordination challenges among stakeholders. In addition, the growing volume and complexity of cases further slow time to resolution, especially when legacy systems don't keep pace with technology advancements. A future-proof solution is needed for case management and collaboration across the lifecycle of complex investigations, from intake to resolution.

Investigative Case Management is a purpose-built app that helps investigators manage complex cases with task automation, holistic views, and real-time collaboration. Specialized dashboards offer actionable insights, while guided flows speed up decision-making and help drive evidence-based decisions. Investigative Case Management enables agencies to handle cases more efficiently, allowing investigators to deliver timely and accurate resolutions.

Navigate a high volume of complex cases

Create a single, unified view of people, entities, relationships, and documentation. Easily manage investigation details with intuitive navigation and automated workflows that reduce administrative tasks.

Improve accuracy and thoroughness

Enhance investigation rigor through comprehensive case overviews. Track evidence easily and collaborate across agency lines using guided flows. Use AI to help determine rule violations and identify necessary evidence.
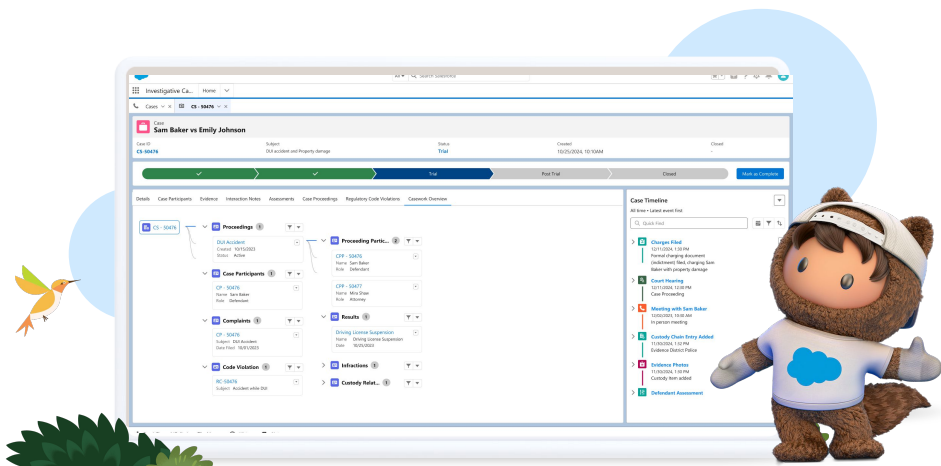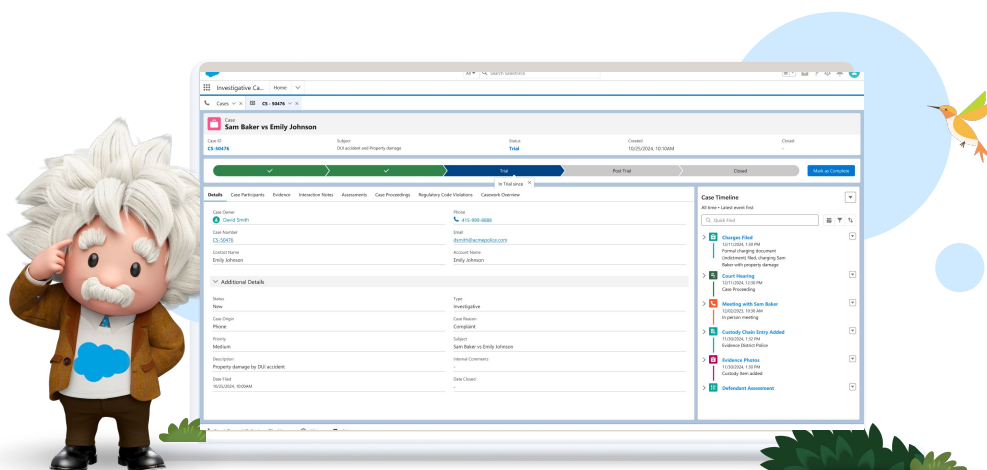
Reduce time to resolution

Progress cases faster with real-time collaboration within and across agencies. Reduce follow-ups, manual errors and process gaps through guided flows, automated task assignments, and proactive risk assessments.

Formulate evidence-driven decisions securely

Drive evidence-based decisions by capturing documentation and understanding relationships. Create a robust chain of custody for digital evidence with compliant data sharing in a secure, adaptable platform.

Key Benefits and Capabilities

Single source of truth

Investigation details can be captured from multiple stakeholders within and outside the agency including witness testimony, history of perpetrator, case background and digital evidence.

Easy to use

An intuitive interface with user friendly screens and automated workflows mean computer literacy is not a prerequisite to use investigative case management.

Easier Operational Workflow

Optimized no-code workflows and targeted navigation simplify complex processes, ensuring smooth and efficient automation for investigative case management.

Data-Driven Performance Insights

Specialized dashboards can be built, offering complete visibility and actionable insights to boost efficiency and manage complaints effectively.

Help maintain regulatory compliance

Help meet compliances including FedRAMP High and CIJIS with regular updates and periodic third-party assessments.

Designed for Investigators

Investigative Case Management is purpose-built for investigators for easy navigation as well as domain-specific records and workflows. This accelerates time to value and allows them to realise benefits earlier.

Efficient Case Review

Quickly understand the progression and essential details of each case and accelerate decision-making with an integrated case timeline and comprehensive summaries.

Increased agility

Easy-to-use, no-code tools enable chief investigators and station heads to simplify task assignments. This enables them to keep pace with new priorities and reduce the time to resolve cases.

Constant Innovation

Stay ahead with regular innovation through regular cadence of three releases every year catering to new public sector needs

Enhance Case Insights with AI

Leverage AI capabilities to get a context-specific overview of your case enabling evidence-based decisions.

Contact us to learn more about how to manage complex cases
sfdc.co/contact-gov