



## iTrak Case Management

### KEY BENEFITS

- Streamlined collaboration and interaction among case resources
- Reduction in case complexity and time for faster resolution
- iTrak® Case Management Module leverages the capabilities of the iTrak® Incident Reporting system
- Unique GUI user friendly interface,
- Secure environment to create, manage and complete the investigation life cycle.
- Cost-effective, affordable enterprise solution

The iTrak Case Management Module delivers an innovative investigations and case management solution, that provides a unique user friendly, secure environment to create and manage the complete investigation life-cycle.

Incident and case management tools are the core of any investigations group. A collaborative case management environment fosters efficiency and transparency in the investigative process for a holistically driven approach among investigation teams reducing the complexity, time and expense associated with investigations. Streamlining collaboration and interactions among investigators, analysts, field operatives and subject matter experts reduces case complexity and time associated with the investigation.

### Incident to Investigation:

An incident may often be a single simple event that is handled and resolved by a single officer, but may also require an additional level of detail and collaboration. i.e., a workplace accident. When an event presents a more complex scenario, this then necessitates a more detailed and formal investigation or case to be opened.

The source of an investigation can be launched from an allegation of fraud, customer complaint, audit, compliance, health and safety, or a variety of other inputs.

Detailed investigations can take many forms and require a controlled fully integrated and audited solution to ensure end-to-end investigation processes are managed, met and documented. Specific elements of investigations including criminality or fraud may need a forensic level of accuracy that is vital to an overall case, whereby the case generated can be turned over for litigation and be subject to full disclosure.



The interface has been designed around the needs of the investigators to include features such as colour coded sticky notes adding to the flexibility, and customizations capabilities. The case container captures and organizes all relevant content and activity on an investigation, providing a single, consistent view of the case to all members of the investigative team with the case elements laid out visually to suit the individual investigators preferences and requirements.

## Features:

- iTrak Case Manager Module introduces a new concept of Graphical User Interface (GUI) design
- The Case file comprises a number of elements each representing a container and control for specific and related information
- These elements may be laid out within the case to suit the individual investigators preferences and requirements
- Provides rapid access to review specific data related to the case, a “hover over” instant access feature is built in, along with an expand function for each element to view each containers contents
- Special quick views are incorporated to display Participant Relationships, Case Briefing and Time Line views
- Case notes can be added at any time and colour coded via the sticky notes control

## Benefits:

### Ease of Use:

The easy-to-use GUI provides provide rapid access to review specific data related to the case, a hover over instant access feature is built in, along with an expand function for each element to view each containers contents

### Collaboration:

Collaboration fosters efficiency and transparency in the investigative process for a holistically driven approach among investigation teams reducing the complexity, time and expense associated with investigations by streamlining collaboration and interactions among investigators, analysts, field operatives and subject matter experts.

### Data & Evidence Management:

Data integrity is vital to any investigation. Business rules are applied to validate, cleanse and integrate data without comprising speed or efficiency.

### Advanced Reporting & Integration:

The case brief is designed to provide the investigator with an overview of the case. If an incident is added to the case, key information from the iTrak incident file.

Personnel or subjects are linked to their respective records making it easy to pinpoint common relationships in a visual timeline view.

Part Numbers:

Technical Specifications (per current datasheet – to be updated based on Version 6)

Part Numbers:

30-1460A    iTrak Enterprise: Case Management Module  
30-1460B    iTrak Lite: Case Management Module  
30-1460S    iTrak Enterprise (SaaS): Case Management Module (1 Physical iTrak User)  
SSA, Hosting Incl. - Annual