

CASE MANAGEMENT

The iTrak Case Management module delivers an innovative investigation and case management solution that provides a unique, user friendly and 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.

An incident may often be a single simple event that is handled and resolved by a single officer, but might also require an additional level of detail and collaboration (e.g. 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.

Key Features

Powerful

- ▶ Streamlined collaboration and interaction among case resources
- ▶ Reduction in case complexity and time for faster resolution
- ▶ Secure environment to create, manage and complete the investigation life cycle
- ▶ Cost-effective, affordable enterprise solution
- ▶ Leverages the capabilities of the iTrak® Incident Reporting Platform

Ease of Use

- ▶ Introduces a new concept of Graphical User Interface (GUI)
- ▶ Rapid access to review specific data related to the case
- ▶ Hover over instant access feature
- ▶ Built in expansion function for each element to view each containers contents
- ▶ Customizable layout to suit the individual investigators preferences

Collaboration

- ▶ Multiple containers and controls for specific/related information
- ▶ Special quick views to display Participant Relationships, Case Briefing and Time Line views
- ▶ Color coded case notes via sticky notes control

Data and Evidence Management

- ▶ Business rules to validate and integrate data without comprising speed and efficiency



**Ensuring safer
tomorrows**

CASE MANAGEMENT CONT.

iTrak Case Management offers an enhanced and integrated investigation and case management tool that supports the dynamic work that occurs during an investigation. It allows for routing information to the right teams, managing content and context-centric work flows while tracking investigation documents for strong investigative and case collaboration.

The iTrak Case Management module has been designed around the needs of the investigators to include features such as color coded sticky notes adding to the flexibility, and customization 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.

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Requirements

iTrak Client Software

- ▶ Windows 7, 8, 8.1 and 10
- ▶ Internet Browser (IE 11, Edge, Chrome, Safari)
- ▶ Adobe Reader 10.1.10 or higher

iTrak Client Hardware

- ▶ X86 Dual Core @ 2.4GHz (X64 Quad Core @ 3 GHz recommended)
- ▶ 4 GB RAM (8 GB recommended)
- ▶ 1 GB available disk space (2 GB recommended)
- ▶ XGA Monitor capable of a minimum of 1024x768 resolution

iTrak Server Software (64-bit Only)

- ▶ Microsoft Windows 2008/R2, 2012 and 2016 Server
- ▶ Internet Information Services (IIS) 6.0 and above
- ▶ Microsoft SQL Server™ 2008 and 2012 *

SQL Server Hardware

- ▶ X64 Quad Core @ 2.4GHz (X64 Quad Core @ 3 GHz recommended)
- ▶ 8 GB RAM (12 GB recommended)
- ▶ RAID, SCSI with 10+ GB available disk space (20+ GB recommended)
- ▶ XGA Monitor capable of a minimum of 1024x768 resolution
- ▶ iTrak Server can also be installed on a VMWare and Microsoft Virtual PC/Server environments
- * Mixed Mode (SQL Server and Windows Authentication) and the SQL Server MUST support Full-Text searching.
- * SQL licences are not included in the price of the software.

Rev. 0 – 09/2017

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