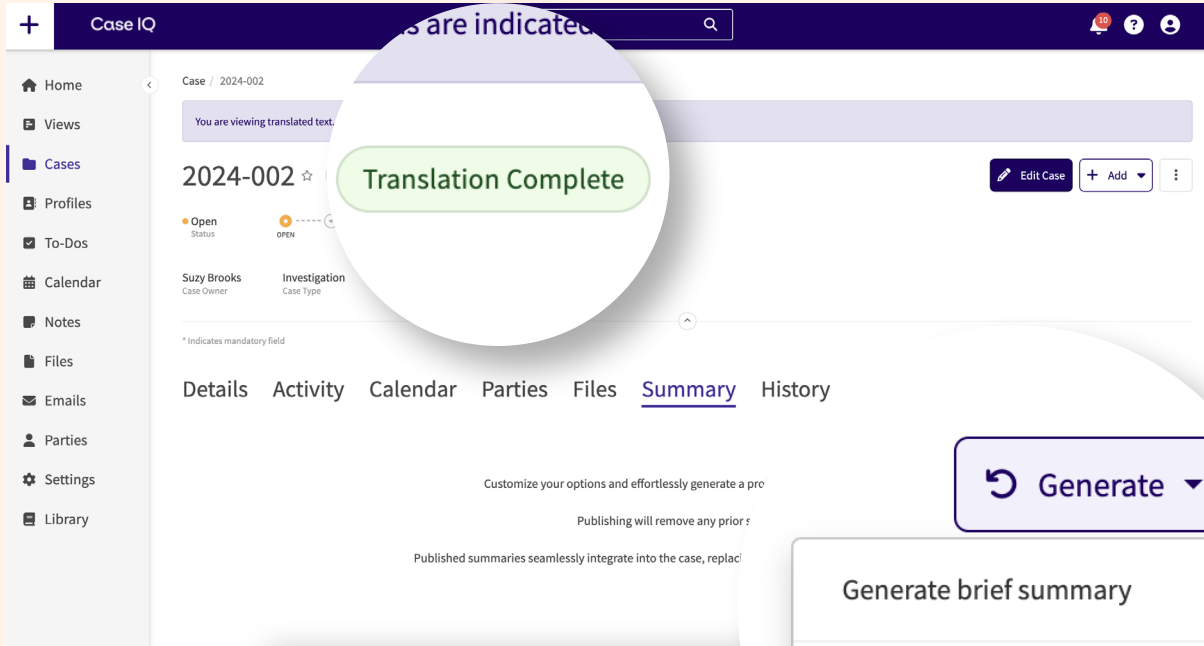# Case IQ

AI for Case Management

Experience unprecedented efficiency, accuracy and insight with our AI-enhanced case management software.

www.CaseIQ.com

Introducing Case IQ's Summarization Copilot

Now you can leverage Generative AI technology for workplace investigations, directly within the Case IQ platform. Powered by Microsoft's Azure OpenAI, the Summarization Copilot will help dramatically reduce the inconsistencies and amount of time spent on producing case summaries.

Generate Investigation Summaries Effortlessly

- Save hours of time and effort spent synthesizing investigations' evidence - including any attachments.
- Develop a consistent approach to final case summaries regardless of who the investigator might be.
- Ensure all case details are analyzed in every case report.
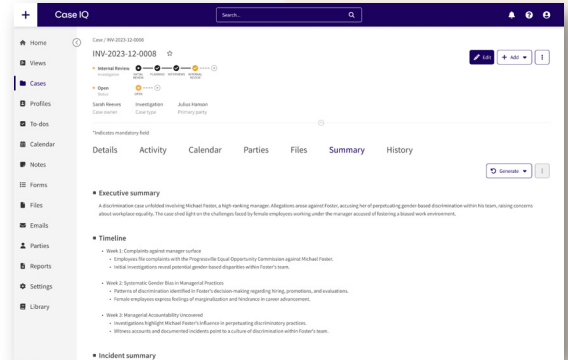

Use Pre-configured Templates, Built on Industry Best Practices

- Leverage templated sets of prompts for different types of cases or investigations.
- Allow configurability so each case type has its own corresponding template.
- Reference relevant guidelines to ensure key findings follow organizational policies.
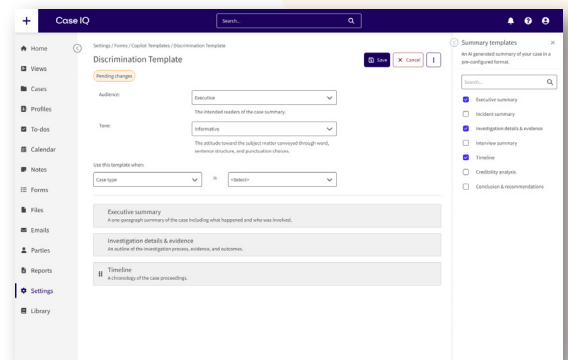
Ensure Final Reports Support Case Disposition

- Empower investigators to review the AI-generated summary to strengthen the case closure.
- Ensure all case types have equivalent final reports. Reduce risk of incomplete information in case
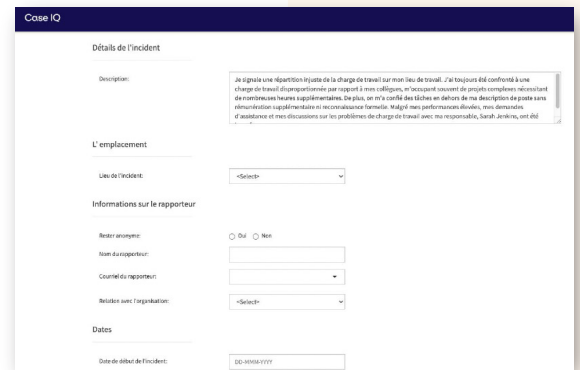- summaries.
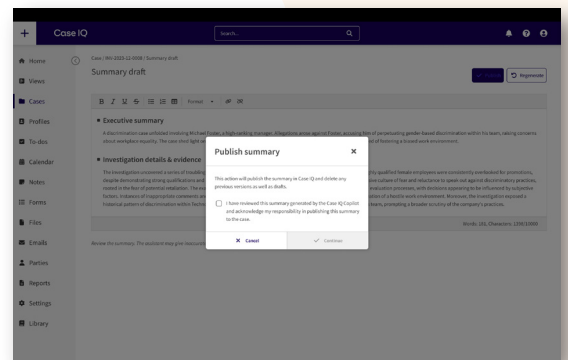
Introducing Case IQ's Translation Copilot

Employees will be more comfortable reporting incidents if they are able to communicate in a language they are comfortable with. Case IQ's Translation Copilot uses AI to translate communication between a reporter and the investigator in near real-time—enhancing the employee experience, and helping move investigations forward.
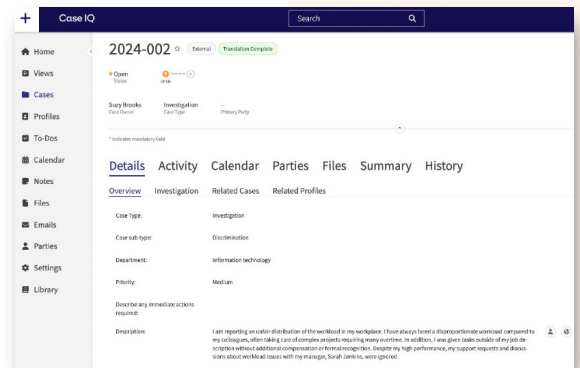
Allow Employees to Speak Up in Their Preferred Language

- Translation Copilot allows you to automatically translate incident reports from employees.
- Communications sent back to them are automatically translated into their preferred language.
- Automatic translations increase the usage of reporting systems, and build greater trust with your employee base.

Overcome Language Barriers to Effective Investigations

- Allow investigators to read submissions from employees, regardless of the language they used in their report.
- Get investigations moving forward, faster, with near-realtime translations.
- Support a diverse, multinational workforce with centralized investigation resources.

80,000+
Users worldwide investigating cases through Case IQ

5,000,000+
Cases logged across organizations and departments

10,000,000+
Employees safeguarded today through the Case IQ platform

www.CaseIQ.com

Case IQ's GenAI Copilots: Ensuring Privacy and Security While Benefiting from Generative AI

Generative AI is transforming how professionals in all industries get work done. For incident investigations, there is a natural concern around how Generative AI tools handle the sensitive information that we work with every day. This document is intended to help explain how we've addressed those privacy and security concerns by working with Microsoft's Azure OpenAI Service to build our Copilots.

Does my organization's data get shared with ChatGPT?

When you use Case IQ's Copilots, your prompts, outputs and data:

- Are NOT available to other customers
- Are NOT available to OpenAI
- Are NOT used to improve OpenAI models
- Are NOT used to improve any Microsoft or 3rd party products or services
- Are NOT used for automatically improving Azure OpenAI models (The models are stateless, unless you explicitly fine-tune models with your training data.)
- Your fine-tuned Azure OpenAI models are available exclusively for your use

How are you following responsible AI principles and preventing against harm?

The Microsoft Azure OpenAI service has a specific Content Safety procedure that scans content and flags any that indicate potential abuse, preventing them from being incorporated into the service or presented to users.

How is my organization's data secured when I use the Copilots?

The Microsoft Azure OpenAI service has extensive mechanisms to protect from misuse of the service and corruption of the models used in producing results. These are continuously updated as new threats emerge.

The customer data sent to the OpenAI service is not persistent and does not become part of the general OpenAI service dataset. Once the request to the AI service is complete, the data is destroyed.

Case IQ: Smarter Investigations and Case Management

Investigate, manage, and prevent workplace incidents to lower risk for your organization. A robust case management solution is a key component of a successful prevention program.

Configurable to your needs & processes

- Case IQ is configurable by design, which means it easily adapts to your workflow.
- Work with a Case IQ expert to set up your system, then take control to make changes yourself.
- Easily modify Case IQ to your processes when there are changes in legislation, internal policies, or team structure.

Advanced analytics & insights built right in

- Broadest range of reports and ability to report on any data point captured in the investigation process.
- Standardized analytics increase reliability and equip teams with valuable data insights.
- Award-winning business intelligence (BI) tool makes it easy to deliver insights and make informed decisions.

Easily scalable across many departments

- When workplace investigations involve more than one department, Case IQ scales across Ethics & Compliance, Human Resources/Employee Relations, Legal, Security and more.
- Case linking functionality enables more informed decision-making across organizations.

Dedicated support & market-leading expertise

- Every customer is supported by a dedicated Case IQ Account Manager and Customer Experience Advocate.
- Over 20 years of expertise in providing investigative case management solutions to leading organizations worldwide.

Stringent data protection protocols & global compliance

- Industry-leading security certifications including SOC Type II, HIPPAA, and GDPR standards to protect sensitive data.
- Powerful access level controls ensure data privacy and confidentiality at all times.

Trusted by Leading Organizations Worldwide

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Schedule a Demo

- www.caseiq.com
- sales@caseiq.com
- 1-800-465-6089

Learn more & schedule a demo at www.CaseIQ.com