CASE IQ CASE STUDY

UNITED NATIONS

How the UN's Office of the Inspector General
Modernized Case Management with Case IQ

Case IQ

ORGANIZATION OVERVIEW

The United Nations has a specialized UN agency dedicated to addressing global hunger and advancing sustainable agricultural practices. Within this organization, the Office of the Inspector General (OIG) serves as an independent oversight body.

The OIG's dual mandate includes financial audits and administrative investigations. Its primary objectives are to ensure that UN's resources are used as intended, protected from fraud, and aligned with its mission. The OIG's Investigation Branch plays a critical role in safeguarding organizational integrity by addressing:

- Fraud and financial misconduct
- Breaches of standards of conduct
- Workplace harassment and abuse of authority
- Conflicts of interest and favoritism
- Sexual harassment and exploitation
- Retaliation and other personnel-related issues

"Our role is to ensure accountability while enabling the organization to fulfill its mission effectively," says Arturo Petraia, Investigations Assistant at the OIG. "We don't just handle fraud; we take a holistic view of personnel conduct to ensure compliance with our operating standards."

THE CHALLENGE

As the OIG's scope and responsibilities grew, so did its challenges. What began as a modest investigative function with a manageable caseload evolved into a robust operation tackling increasingly complex issues. Arturo reflects on this transformation:

"About 12 to 15 years ago, the investigation function was just starting out, and our caseload was very small. We managed fine with spreadsheets then, but as demand for our services grew and our mandate broadened, it quickly became clear that spreadsheets were no longer sufficient."

Arturo Petraia
Investigations Assistant, OIG

There were a number of challenges that emerged early on as the investigation team got going. First and foremost, the team faced an exponential growth in caseload. As personnel became more aware of the branch's role, and as they felt more comfortable reporting incidents, the volume of cases increased significantly.

Another challenge that the investigation team faced early on related to the rising complexity of the cases that staff reported. The nature of investigations evolved to include multifaceted issues such as harassment, favoritism, and exploitation.

The last challenge that emerged centred around reporting and analytics. OIG needed to demonstrate accountability to top-level stakeholders, requiring detailed reporting and data visualization that had never existed before.

The team recognized that a modern case management system was essential to stay ahead of these growing demands.

THE SOLUTION: WHY CASE IQ STOOD OUT

After evaluating several options, the OIG selected Case IQ (formerly i-Sight) as its new case management solution. Arturo recalls the criteria that set Case IQ apart:

1. Configurability: "We needed a system that could align with our workflows rather than forcing us to adapt to its structure," Arturo explains. Case IQ's flexibility allowed the OIG to preserve and enhance its internal processes.
2. Advanced Reporting Tools: Case IQ's integrated Yellowfin Reporting Tool provided the ability to analyze and visualize data, enabling the OIG to present actionable insights to senior leadership.
3. Scalability and Future-Readiness: "We knew we needed a system that could grow with us and adapt to the complexities of our cases over time."

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IMPLEMENTATION & ONBOARDING

The transition to Case IQ was marked by careful planning, thorough testing, and strong collaboration with Case IQ's team. Arturo highlights some key aspects of the process:

1. Comprehensive Configuration: "We spent significant time tailoring the system to meet our needs, keeping in mind future requirements. This level of customization has proven invaluable."
2. Integration with Existing Systems: The OIG successfully integrated Case IQ with its Oracle-based HR system, improving accuracy in cross-referencing and data verification.
3. Responsive Support: "From the initial setup to ongoing updates, the support team has been phenomenal. They've helped us implement advanced features like geolocation tracking and real-time dashboards."

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"Case IQ didn't just give us a tool; it gave us a partner. Their support and the system's flexibility have allowed us to focus on what really matters— delivering results and safeguarding the organization's integrity."

Arturo Petraia
Investigations Assistant, OIG

RESULTS: DRIVING CHANGE WITH CASE IQ

The OIG's adoption of Case IQ has delivered transformative results:

- Streamlined Operations: Transitioning from spreadsheets to Case IQ has significantly reduced administrative overhead and improved case tracking.
- Enhanced Reporting: With Yellowfin's reporting capabilities, the OIG generates detailed, visually compelling reports that resonate with senior leadership and stakeholders.
- Empowered Teams: The system's intuitive design enables the OIG team to make customizations and updates independently, saving time and focusing any support calls on forward-looking enhancements to the system.
- Informed Decision-Making: Investigation data serves as the backbone for disciplinary actions, helping the organization implement effective reforms.

According to Arturo, leadership was on board with the new system right away. "When we presented our first reports generated through Case IQ, the feedback was overwhelmingly positive," he says. "Stakeholders appreciated how clear and actionable the data was — even if they didn't see all the work behind it, the simplicity of the end product spoke volumes."

"I would like to emphasize the responsiveness of everyone at CaseIQ to the OIG's requests and needs. Because I've experienced this firsthand across every stage from initial contact, through configuration and now with my customer success manager during full use of our system, I think it's important to highlight that there is always someone at CaseIQ ready to provide effective assistance within a very short delay. Being able to make a direct comparison with other service providers who are sorely lacking in this area, I can tell you that this is as valuable as any software feature," says Arturo.

PLANNING THE OIG'S FUTURE WITH CASE IQ

As the OIG continues to navigate an increasingly complex landscape, its focus is on leveraging Case IQ to achieve even greater impact. Key initiatives include:

1. Granular Reporting: Developing live-data dashboards to provide stakeholders with real-time insights during high-level meetings.
2. Proactive Incident Prevention: Using data analytics to identify trends and implement measures to prevent misconduct.
3. Enhanced Integration: Exploring Case IQ's hotline services and online portal to streamline reporting and improve case intake.

> *"The ability to generate live dashboards and share them with key stakeholders will be a game-changer. We're also excited about integrating additional tools like telephony services to enhance our efficiency."*

CONCLUSION

The OIG's partnership with Case IQ showcases how tailored solutions can empower organizations to meet evolving challenges. By combining advanced technology with strategic foresight, the OIG has transformed its case management processes, ensuring accountability and efficiency across the organization.

Take the first step toward revolutionizing your case management system with Case IQ.

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