Managing Security Investigations with Case Management Software

An eBook for Corporate Security Professionals

Case IQ

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WHY
CEOs list cybersecurity as their number one business worry, ahead of new competitors and a recession (The Conference Board: C-Suite Challenge 2019).

ROI
Case management software offers exceptional return on investment.

Case IQ

What is Case Management Software and How Will it Help Our Investigations?

Case management software makes it easy for corporate security professionals and investigators to create cases and manage multiple investigations at once. They can collect and analyze investigative data to manage risk, reduce vulnerabilities and identify opportunities for improvement.

With all case information stored in a centralized database, case management software provides complete documentation of an investigation, with all actions recorded in the case file. Digital evidence can be uploaded to the case file, including interview recordings, images, notes, emails and supporting documents. Case management software can include an anonymous hotline to encourage whistleblower tips, which can be integrated with existing reporting features.

Web-based case management software enables investigators and other team members to access case files from anywhere with an internet connection. If your case management software platform provides a mechanism to set up access roles, you can set restrictions so that each user can access only the case information they need. This keeps confidential information secure and private, in compliance with state and federal information privacy regulations.

How Case Management Software Works:

Employees, Whistleblowers, The Public	Security Professionals, Investigators	Managers, CEO

Intake

Create new cases quickly and easily, collecting all complaints and case-related information from any intake stream into one central file.

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**ETHICS HOTLINE
CALL CENTER
INTERNAL WEB FORM
EMAIL-TO-CASE**

Case Management

Manage investigations with workflow rules that create a logical, structured process and all case information stored in one place.

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**NOTES
TO-DO'S
EMAILS
ATTACHMENTS
INTERVIEW REPORTS
INVESTIGATION REPORTS**

Reporting

Analyze investigation data using summary reports that provide in-depth information on trends and areas of risk.

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**WRITER
DASHBOARD
DISTRIBUTION**

ALERTS / WORKFLOW

ACCESS / ROLES

Why Do I Need Case Management Software?

A case management solution helps organizations stay safe and secure. A centralized case management platform that makes all case information available for reporting to key stakeholders helps companies spot patterns and recurring security incidents, violence, fraud and data theft.

With case management software, organizations can analyze security incidents by region, country, location, department, type or any other variable to spot trends and identify vulnerabilities and areas of risk. A workplace-wide solution eliminates information silos, allowing visibility into recurring issues and escalation, no matter where they occur.

If your organization is using spreadsheets, an outdated in-house system or separate single-use solutions, you are at risk. Valuable information may be falling through the cracks and you may be missing opportunities to protect your employees, customers and your reputation.

Security incidents that aren't tracked, investigated and remedied can result in harm to employees and the public, and in expensive legal and settlement costs.

REDUCE YOUR RISK

Cyberattacks are the fastest growing crime and predicted to cost businesses $6 trillion annually by 2021.

(2019 Official Annual Cybercrime Report by Cybersecurity Ventures)

CASE MANAGEMENT SOFTWARE HELPS ORGANIZATIONS TO QUICKLY ADDRESS:

- fraud and theft
- workplace violence
- physical security incidents
- data breaches
- information security incidents

BY IMPLEMENTING CASE MANAGEMENT SOFTWARE, YOU WILL:

- capture every complaint and incident
- monitor case progress in real time
- use alerts and notifications to enforce a consistent investigative process and provide early notice for cases that are off-track or high-risk
- close cases faster
- create investigation reports in seconds
- conduct root cause analysis
- eliminate blind spots, reduce risk and forecast trends
- comply with federal and state regulations
- make security a workplace priority
- save time and money

Why Case Management Software is Better than Home-Grown and Spreadsheets

Spreadsheets

- Can't collaborate

- Multiple files that are out of sync

- Hard to create the final investigation report

- Users manually track activity, date and time, leaving the records open to mistakes and information gaps

- Users must cut and paste information into spreadsheets from other files resulting in high error rate

- No task assignment, alerts and deadlines

- No reporting

Home-Grown

- IT staff needed to maintain and fix

- In-house programmers required to update and fix problems

- Not purpose-built. May require work-arounds that deviate from best practices

- May not have task assignment, alerts and deadlines built-in

- May not have reporting and analytics

- Information security and privacy may not be as strong as leading case management software

- May not be configured for roles and responsibilities associated with best practices

Case Management Software

- No hardware to buy

- No in-house expertise required for support and maintenance

- Best practices built into the system workflow

- Case activity is tracked with the date and time for accountability

- All information is in one centralized case file

- Strong information security and privacy built-in

- Investigators, administrators and managers can set alerts and deadlines to keep cases on track

- Integration with existing databases allows information to be pulled into each field, instead of having to type or paste it in

The Best Time to Implement Case Management Software

There are several things to consider when deciding when to implement case management software. Often, it's changing circumstances that drive the need for a new system.

Our Workplace is Growing: Often, the need arises because of the addition of more employees, which requires investigators and managers to track and organize more cases. Implementing a new case management solution as early as possible will prevent cases from falling through the cracks and will allow investigators to learn the system before their caseloads reach maximum capacity.

Our Investigation Team is Expanding Team expansion could include the addition of more investigators, contract or full-time additional staff or even additional management. All of these scenarios could trigger a need for a more efficient, better organized system for managing and documenting corporate security investigations.

Our Regulatory Environment is Changing Increased scrutiny by government departments for lapses of regulatory compliance put heavy pressure on organizations to ensure their investigations are timely, thorough and well documented. An effective case management solution is part of a strong employee and public relations program, so when it becomes necessary to beef up compliance, it's time to implement case management software.

We Had an Incident For many organizations, it's painfully obvious when to implement case management software. They've experienced a security lapse, been involved in lawsuits, or been subject to regulatory fines and reputation damage. Implementing an investigative solution sends a strong message that the organization is taking compliance seriously.

We Are Expanding into New Markets Expanding into emerging markets comes with legal risk. Regulations in new markets may be stricter or different from those your organization is accustomed to. Case management software makes complying with your host country's regulations easier and less confusing, even in tricky areas like sensitive data storage and breaches.

ROI

Case management software offers exceptional return on investment for corporate security professionals.

- Cost avoidance: less money spent on IT and in-house programmers for upkeep.

- Cost savings: scalable platform makes it less expensive to upsize or downsize.

- Increased productivity: investigators and security professionals can get more done in less time.

- User adoption: investigators like using tools that make their jobs easier.

- Better professional performance and results: from employees who feel safe and secure in their place of work.

- Lower fines: proof of a timely, fair and complete investigation provides a stronger defense in litigation.

- Lower litigation costs: solid documentation of a thorough investigation lowers the cost of litigation and increases the chances that a lawsuit will be dropped.

- Fewer incidents: access to case information that helps you analyze areas of higher risk so you can take preventive action.

- Better regulatory compliance: to protect your employees and reputation.

COST COMPARISON:

The costs for building and maintaining a bespoke system are much higher than for implementing case management software.

Cost of Home-Grown

Software for managing corporate security investigations can be complicated and in-house IT teams generally underestimate the costs to build and maintain a system.

- Building a system from the ground up requires conceptualizing and designing from scratch which is time-consuming and labor intensive.
- Cost and maintenance of servers in-house is often more expensive than hosting.
- Researching and complying with data privacy regulations can be complex and time-consuming.
- You'll have to purchase and maintain secure information backup systems and hardware.
- All staff must be dedicated for the entire building phase, taking them away from other tasks.
- Continuity and maintenance can be an issue when the staff who built the system leave.
- Software upgrades and support require getting into the internal IT services queue, and fighting to keep your priority.
- Penetration testing and security measures must be carried out at regular intervals, requiring IT staff time.

Cost of Case Management Software

Case management software can be a cost-effective solution for a company's corporate security team. Total cost of implementing case management software includes:

- Time that would be spent researching companies, vetting proposals and attending demonstrations.
- Built-in information privacy compliance, without the need to research and incorporate it.
- A one-time setup fee, which is lower than staffing costs to build a home-grown system from scratch.
- A few hours of IT staff input to ensure compliance with your company's security and process requirements.
- A couple weeks of staff time for implementation, spread over the course of two months.
- On-site or remote training to ensure your team is comfortable using your new system.
- Annual licensing fees, which includes 24/7 support, so that your IT department doesn't need to be involved.

One-on-One Advice

Our team of experts has implemented Case IQ for corporate security professionals across North America.

They are available - free of charge - to speak with you and share the best practices we've learned. No pushy sales people, just a chance for you to learn from our experts.

With a single focus on investigative case management solutions and a 20-year track record of successful implementations, Case IQ is the global leader in configurable case management software for investigations. To schedule a demo please visit https://www.caseiq.com/request-a-demo/.

TO BOOK YOUR ONE-ON-ONE, PLEASE GET IN TOUCH:

OFFICE
300 March Rd.,
Suite 501
Ottawa, Ontario
K2K 2E2, Canada

EMAIL
sales@caseiq.com
media@caseiq.com
support@caseiq.com

PHONE
1-800-465-6089

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