

## Case IQ vs Ticketing Systems

# Unrivaled Case Management with Expert Confidential Hotlines



To build a culture of ethical transparency, you need to make it easy and safe to speak up—and you have to be able to resolve issues that are raised in a fair and timely manner. Organizations perform better when they foster a culture of honesty, openness, and respect. We love knowing that happier, more productive employees are a direct result of the software we provide.

## Safeguard Your People, Business, and Brand Reputation



### Case management-specific functionality

For over 20 years, Case IQ has focused solely on investigative case management. As the name implies, a ticketing system is built to address high volume, low complexity interactions. They were never built to manage complex EEO, FMLA, or LOA investigations, fraud cases, or compliance breaches. This is why so many of the world's largest, most data-sensitive organizations rely on Case IQ every day.



### Flexibility and control

Every organization has its own way of approaching case management. One of the keys to streamlining any team's workflow is being able to configure and tailor software to reflect their specific needs. Case IQ makes it easy for users to fine-tune many aspects of the application. You're likely to find that Ticketing tools don't offer this kind of flexibility.



**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



## Smooth integration with core systems

Successful investigative case management requires close coordination between multiple departments and stakeholders. These typically include legal, compliance, HR and risk management. A ticketing system won't always integrate easily with tools used by other teams to manage their own workflows. The resulting disconnect often causes data silos and other inefficiencies. Case IQ software has always been designed to integrate seamlessly with other systems, giving users the power to leverage all available data that's relevant to an investigation.



## Serious protection for sensitive data

Case management often involves sensitive, highly confidential information. Case IQ's secure web-based platform keeps all data safely in one place, minimizing the risk of harmful security breaches. System administrators can grant access on a case-by-case basis, even tailoring individual users' ability to reach specific information and files. This keeps data out of unauthorized hands and helps prevent conflicts of interest. A Ticketing system may not always provide the high levels of security and data privacy you require.



## Analytics that go further

Case IQ is consistently recognized by industry experts for its powerful reporting capabilities. Our platform gives you advanced case management-specific reporting right out of the box, and this is included as part of your subscription. Deep real-time analytics give you direct control over data, yielding helpful insights you can use to reduce organizational risk starting on day one. Ticketing systems aren't built for this, and tend to be limited to basic reports and dashboards.



## Simpler and more cost effective

Implementing a ticketing system to handle investigative case management can be complex and expensive—especially when you factor in the delays associated with customization and integration. The costs of ongoing maintenance and support may also come as unpleasant surprises. With Case IQ, you can count on a seamless implementation process that doesn't demand significant additional resources. This makes for a more cost-effective transition.



## Built-in Compliance

We know that nearly every type of investigation is subject to stringent regulatory, privacy and compliance obligations. Case IQ software addresses important compliance requirements from the start, saving you the time and effort you'd waste creating them yourself. Meeting today's strict compliance challenges makes it easier to protect your company and its brand reputation. A ticketing system that isn't built to assure 100% compliance leaves you vulnerable to potential issues and reputational risks.



## Expert Hotlines

When your employees call into a whistleblower hotline, the experience they have during the call, and with the call center agent, can play a key role in the quality of reports being submitted, as well as the trust the employee has in their employer. We believe in fast response times, unlimited call times, and having professional agents trained in empathetic and investigative techniques available to ensure that employees feel supported and nurtured when speaking up to report misconduct.

# Building a Culture of Ethical Transparency



### Uncover incidents by giving your employees safe, easy ways to speak up

- Offer an employee-friendly case intake experience that is easy to use and creates a feeling of trust.
- Provide employees with the ability to submit their reports in the language they are most comfortable with.
- Ensure that hotline agents are highly trained, empathetic, and able to capture the information that is essential to conduct a proper investigation.



### Respond quickly and efficiently with streamlined case management

- Centralize case information in a secure system with strong controls over who has access to sensitive information.
- Automate case assignment, to-dos, reminders, and steps in the process to ensure cases move forward efficiently.
- Configure your case management tool to align with the unique needs of your organization in order to minimize errors and provide reliable results with every investigation.



### Use advanced analytics to inform proactive steps for prevention

- Identify trends and issues using the data you've generated with strong case intake and case management.
- Use real-time dashboards and automated reporting to provide proactive insights to your stakeholders.
- Spend less time on compiling data and more time on building recommendations for improvements to your program.



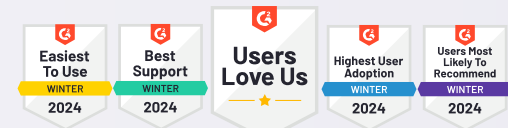
# The new Gold Standard for Transparency and Safer, Empowered Workplaces

Case IQ	Other Guys
Compliance-driven, Employee and Investigator Friendly	Productivity-driven, Repurposed IT Ticketing tool
Flexible configuration	Rigid configuration
Single source of truth	Multiple platforms for end-to-end
Purpose-built with over 20 years of expertise in providing investigative case management solutions to HR, ER and LR teams.	Most alternative solutions are new to market and lack depth of case management expertise.
20+ years of in-house implementation	Implementation is often outsourced
In-house hotline with an average speed to answer of less than 30 seconds	Outsourced hotline, reliant on 3rd party timeline
Award-winning BI tool, broad range of reports	Pre-determined, simple reports
The widest range of input channels available	Limited range of intake channels
Unlimited call time with specialized agents practicing empathetic and investigative techniques	Tightly managed often feeling rushed with generalist staff
Comprehensive Compliance Benchmark Report	Unable to benchmark against other organizations of similar size or industry
Scalability as all departments standardize on one tool	Difficult to scale across an organization as each department is siloed
AI-powered case summary	Lack AI-powered case summarization

## The bottom line

Our satisfied customers prefer Case IQ as they love the built-in best practices, step-by-step investigation process, and the platform's user-friendly interface.

## Trusted & Loved Worldwide



**For more information**

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