

Managing Incidents Effectively with Case Management Software

An eBook for Incident Management Teams

INCIDENT INVESTIGATION Summary Report

Employee name: _____ Address: _____

Date of Birth: _____ Phone: _____

Gender: _____

Date, Time and Location of Incident: _____

Description of Incident: _____

Case IQ

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WHY

According to the Bureau of Labor Statistics, employers reported 2.8 million nonfatal workplace incidents in 2017.

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ROI

Case management software offers exceptional return on investment.

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What is Case Management Software and How Will it Help Manage Workplace Incidents?

Case management software makes it easy for incident management teams to assess workplace incidents and resolve or escalate issues. Companies are able to collect and analyze incident data to manage risk and identify opportunities for improvement.

With all case information stored in a centralized database, case management software provides complete documentation of an incident report, with all actions recorded in the case file. When an investigation is warranted, digital evidence can be uploaded to the case file, including interview recordings, images and supporting documents. Case management software can be integrated with existing databases, pulling information from these files to populate fields.

Web-based case management software enables 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.

BACKGROUND

Workplace incidents, such as injury, data breaches, harassment and theft, hurt more than just the individuals involved. They disrupt the work environment and can affect your company's reputation.

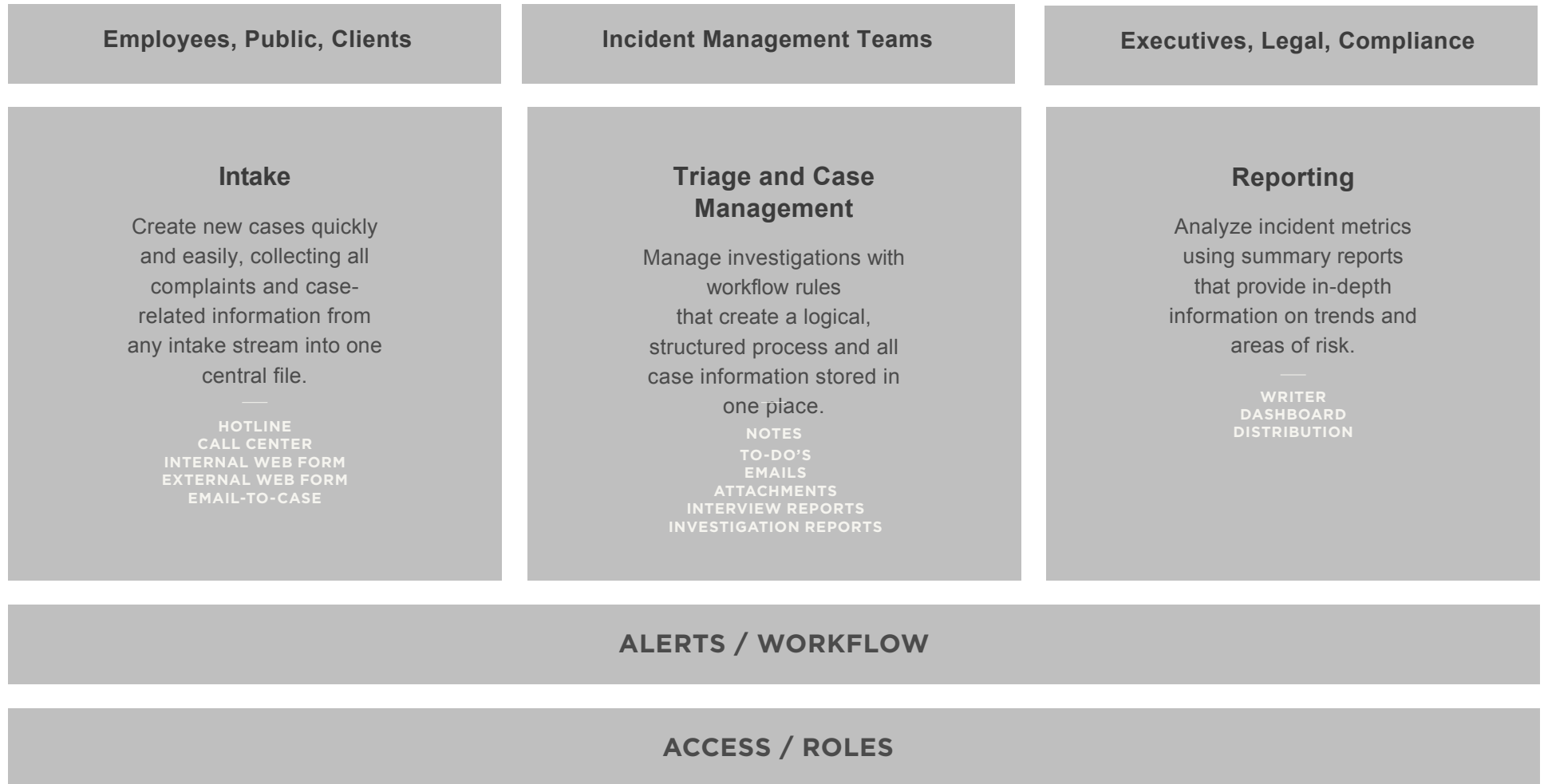
Organizations that use investigation tools have better oversight so they can prevent incidents before they occur.

ON THE FOLLOWING PAGE:

HOW CASE MANAGEMENT SOFTWARE WORKS

- Intake
- Triage and Case Management
- Reporting
- Alerts/Workflows
- Access/Roles

HOW CASE MANAGEMENT SOFTWARE WORKS:



Why Do I Need Case Management Software?

An all-in-one case management solution eliminates blind spots and information silos within organizations. A centralized case management platform that contains all case information in an organized, accessible format for key stakeholders helps organizations spot patterns and recurring issues in the areas of corporate security, health and safety, loss prevention, brand protection and human resources.

Case management software helps to protect organizations against liability in cases of recurring incidents, even when they occur in different offices or off-site. An enterprise-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 solutions for each department or office to manage incidents, you are at risk. Valuable information may be falling through the cracks and you may be missing opportunities to improve the safety and security of your facilities and staff.

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

MANAGE INCIDENTS IN EVERY DEPARTMENT:

- Corporate security
- Health and safety
- Loss prevention
- Human resources
- Brand protection

CASE MANAGEMENT SOFTWARE HELPS WORKPLACES QUICKLY ADDRESS:

- health and safety concerns
- corporate security incidents
- harassment, sexual harassment and discrimination allegations
- policy violations
- theft and fraud
- IP theft, counterfeiting and trademark violations
- cybersecurity incidents and data breaches

BY IMPLEMENTING CASE MANAGEMENT SOFTWARE, YOU WILL:

- capture every complaint
- assess and escalate incidents
- 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 incident reports in seconds
- conduct root cause analysis
- eliminate blind spots, reduce risk and forecast trends
- comply with federal and state regulations
- provide a safe and secure work environment
- save time and money

NEXT:

WHY CASE MANAGEMENT SOFTWARE IS BETTER THAN THE ALTERNATIVES

WHY CASE MANAGEMENT SOFTWARE IS BETTER THAN HOME-GROWN AND SPREADSHEET SYSTEMS

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 need for dedicated IT staff
- 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

5 GOOD REASONS TO IMPLEMENT CASE MANAGEMENT SOFTWARE

- We've identified gaps in our safety and security programs
- Workplace incidents are increasing
- Our teams are expanding
- Our regulatory environment is changing
- Our organization is growing

The Best Time to Implement Case Management Software

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

Our Organization is Growing:

Often, the need arises because of the addition of more staff, which requires companies to track and organize more cases related to workplace incidents. Implementing a new case management solution early will prevent cases from falling through the cracks and will allow investigators to learn the system before their caseloads reach maximum capacity.

Our Regulatory Environment is Changing:

Increased requirements to document safety violations and security

breaches puts heavy pressure on organizations. They must 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.

Incidents are Increasing: For many organizations, it's obvious when to implement case management software. They've experienced workplace incidents,

been involved in employee or public lawsuits, or been subject to regulatory fines and reputation damage.

Implementing an investigative solution sends a strong message that the company is taking employees, clients and the law seriously.

We Want to Improve Our Corporate Culture: Having a mechanism to report and resolve incidents sends the message that the company cares about the safety and security of its employees and the public.

Be Proactive

The best time to implement investigative case management software for your organization is NOW. It's a lot easier to integrate a new incident management solution into your operations when processes are running smoothly, rather than waiting until you are scrambling to defend yourself in the wake of an incident or scandal.

ROI

Case management software offers exceptional return on investment for teams that manage and investigate workplace incidents.

- 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 – incident response teams can get more done in less time.
- User adoption – incident teams like using tools that make their jobs easier.
- 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 incident metrics helps you analyze areas of higher risk so you can take preventive action.
- Improved safety and security – for staff and the community.
- Better professional performance and results – from employees who feel safe and secure at work.
- Better compliance - built-in forms and filing capabilities ensure you comply with federal and state regulations.



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 workplace 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.
- IT 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 an organization. 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 of 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 include 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 incident management teams all over the world.

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 incidents. 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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