# Conducting Effective Harassment Investigations with Case Management Software

## An eBook for HR Departments

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**WHY**
35% of workers feel they have been harassed at work. Among women, that number is 41% (Hiscox).

**ROI**
Case management software offers exceptional return on investment.

# 1

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

Case management software makes it easy for investigators to capture complaints, create cases and manage multiple investigations at once. Investigators can collect and analyze 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 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 be integrated with existing databases, pulling information from these files to populate fields.

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.

## BACKGROUND

Workplace harassment, including sexual harassment, discrimination, bullying and physical violence affect more than just the individuals involved. They disrupt the work environment and affect witnesses and the organization as a whole.
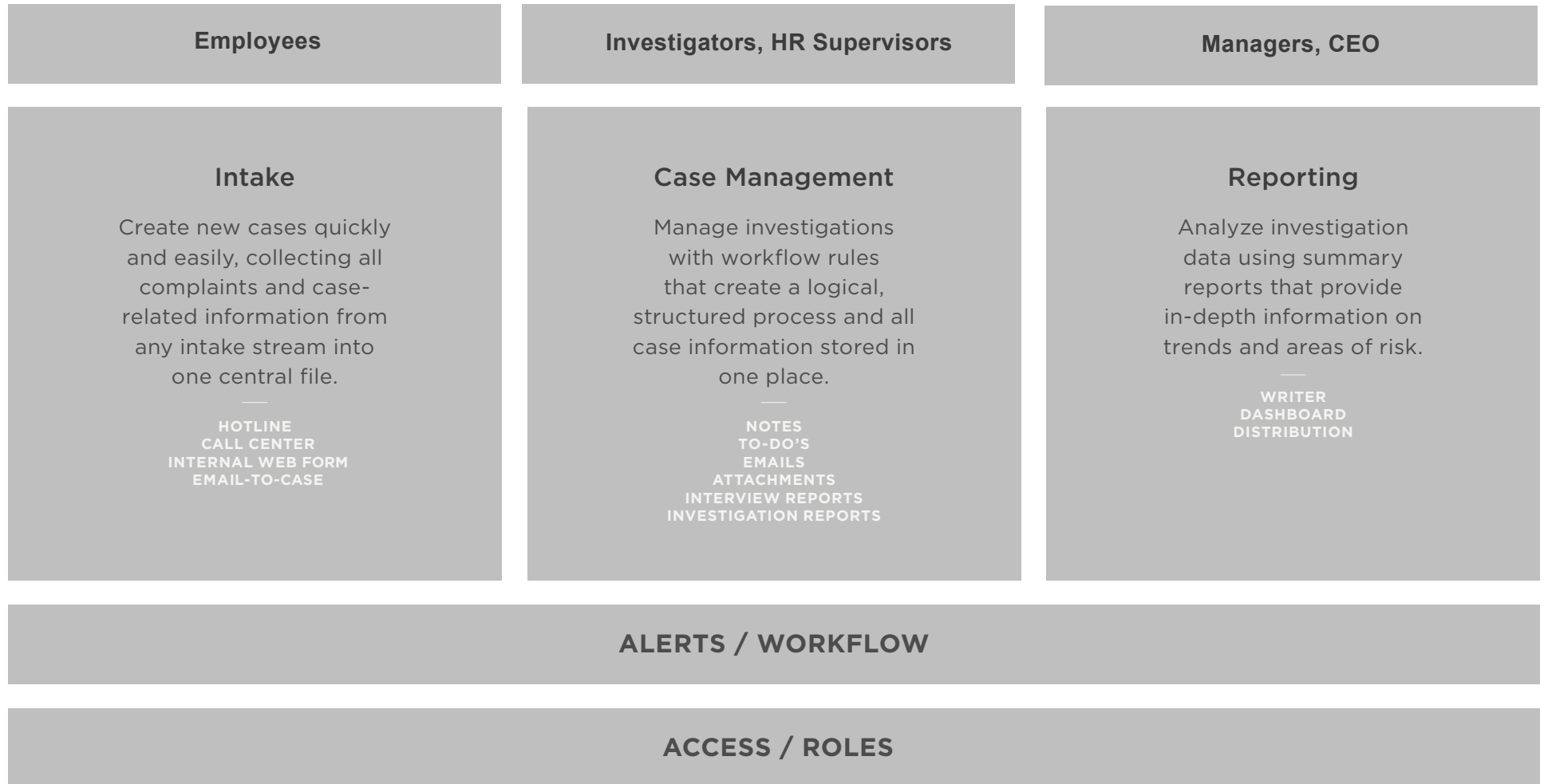
Organizations need case management solutions in order to provide workplace-wide visibility into harassment incidents for better prevention.

### ON THE FOLLOWING PAGE:

### HOW CASE MANAGEMENT SOFTWARE WORKS

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

# HOW CASE MANAGEMENT SOFTWARE WORKS:

| Employees | Investigators, HR Supervisors | 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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**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.

—

**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
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## ALERTS / WORKFLOW

## ACCESS / ROLES

## 2

# Why Do I Need Case Management Software?

A centralized case management platform that contains all case information in an organized, accessible format for key stakeholders helps organizations spot patterns of harassment and discrimination. Reporting mechanisms streamline the reporting process so you can resolve cases quickly to protect your employees and your organization's reputation.

Case management software helps to protect organizations against liability in cases of recurring workplace harassment, even when they occur in different offices or off-site. A case management solution eliminates information silos, helping to expose repeat offenders and escalation of behavior, no matter where it occurs.

If your organization is using spreadsheets, an outdated in-house system or separate solutions, you are at risk. Valuable information may be falling through the cracks and you may be missing opportunities to improve the safety and well-being of your employees.

Workplace harassment incidents that aren't tracked, investigated and remedied can result in harm to employees and the work environment as a whole, and in expensive legal and settlement costs.

**INVESTIGATE EVERY HARASSMENT COMPLAINT, INCLUDING:**

- Sexual harassment
- Physical violence
- Verbal harassment
- Discrimination
- Bullying
- Plus much more

## CASE MANAGEMENT SOFTWARE HELPS ORGANIZATIONS TO QUICKLY ADDRESS:

- sexual harassment
- verbal harassment
- bullying
- physical violence
- workplace stalking
- discrimination

## 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 faster and easier root cause analysis
- eliminate blind spots, reduce risk and forecast trends
- comply with federal and state regulations
- provide a safe and secure work atmosphere
- save time and money

## 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 HR 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 harassment prevention programs
- Our caseload is increasing
- Our team is expanding
- Our regulatory environment is changing
- We had an incident

## 3

# 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 Workplace is Growing:** Often, the need arises because of the addition of more employees, which requires investigators and managers to track and organize more harassment 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 harassment investigations.

**Our Regulatory Environment is Changing:** Increased scrutiny from government departments regarding harassment and discrimination puts 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 increase 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 harassment allegation, been involved in lawsuits, or suffered reputation damage. Implementing an investigative solution sends a strong message that the organization is taking employees, clients and laws seriously.

**Be Proactive**
The best time to implement investigative case management software for your investigative team is NOW. It's a lot easier to integrate a new investigation solution into your operations when processes are running smoothly, rather than waiting until you are scrambling to defend yourself in the wake of a harassment or discrimination allegation.

# 4

# ROI

**Case management software offers exceptional return on investment for organizations.**

- 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 – investigative teams 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 are not negatively affected by harassment and discrimination incidents.

- 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 helps you analyze areas of higher harassment and discrimination so you can take preventive action.

- Safer environment – a workplace free of harassment makes employees more secure and productive.

# COST COMPARISON:

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

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**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 a human resources department. 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 investigative teams 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 get a demo please visit https://caseiq.com/request-a-demo/

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

| OFFICE | EMAIL | PHONE |
|---|---|---|
| 300 March Rd. | sales@caseiq.com | 1-800-465-6089 |
| Suite 501 | marketing@caseiq.com | |
| Ottawa, Ontario | support@caseiq.com | |
| K2K 2E2 Canada | | |

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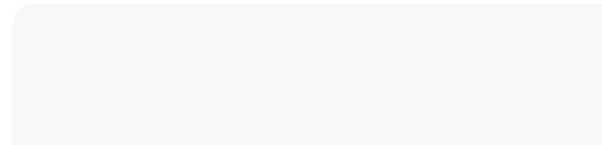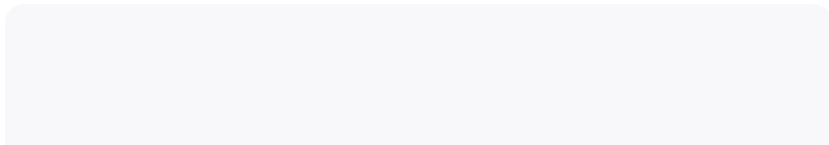Insights, guidance, and tools to help your investigations

# Case IQ Resource Center

**All Resources**

# Insights from the Experts at Case IQ

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All Topics

All Types

1    2    3    …    179    >

**We're Available**

For support and general inquiries, please reach us during our standard business hours: Monday-Friday 8am to 5pm EST.

**By Phone**

1-800-465-6089

**By Email**

sales@caseiq.com

**Who We Help**

**Platform**

All Features

Case Management

Configurability

support@caseiq.com

media@caseiq.com

Controlled Access

Forms

Intake

Integrations

Scalability

Security & Privacy

CaseIQ Logo

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**Request a Demo**

**Trusted Worldwide**

# 80,000+ users. 5M+ cases resolved. 10M+ lives

# safeguarded.

As an industry leader and pioneer for over 20 years, Case IQ has always been 100% focused on providing the very best in service and support.

- **Resolve cases 89% faster**

- **Reduce average manager time by 50% per case**

- **Reduce average investigator time by 50% per case**

- **Reduce average manager reporting time by 75%**

- **Achieve real ROI within months**

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