Pega Government Platform for Investigative Case Management

The Investigative Case Management Challenge

Government investigators often struggle to get timely access to the data needed to make informed, efficient, and impactful decisions. Investigators need access to this data at all times, not just when they are working at a desk. Investigators and Case Managers lack a 360-degree view of a case which leads to inefficiencies with case processing. Many implementations lack integration with a records management system and role-based access control and auditing.

Investigators or support personnel become frustrated when case information is not available quickly and resort to more calls or emails to other support personnel or a central dispatch desk. This, along with limited search, reporting and analytics to minimize errors in processing cases leads to decreased case resolution and a frustrated investigative team.

The Pega Solution

Pega's Government Investigative Case Management (ICM) solution is designed to enable the secure collaboration necessary to streamline the intelligence lifecyle. The framework is built on a single, unified development platform that facilitates enterprise reuse of assets, while allowing for specialization, interoperability, and compatibility with the National Information Exchange Model (NIEM) data exchange. Pega's ICM enables agile and iterative delivery of investigative case management solutions through visual tools that optimize the intelligence process without hard coding interfaces and data integrations.

Pega's Government ICM solution allows agencies to easily develop or change mobile applications with a single click as mobile applications change along with the underlying application with no further coding required. Additionally, Pega® Government Platform delivers a robust set of investigative management specific processes, portals, and dashboards that are fully configurable and extensible to align with specific organizational missions on any architecture – cloud, on premise, or both.

Global GPS Enabled

Real-Time Activity Trail

Optimized for Mobile

Provides comprehensive investigative lifecycle management

Manages all phases of an investigation from beginning to end. Supports the way investigators work leveraging advanced case management capabilities to optimize productivity and preserve data integrity. Built on an extensible, scalable, and flexible platform that supports integrations to existing systems of record thus empowering investigators with a comprehensive view of a case.

Offers a secure, modern, unified user experience on any device

Provides government organizations with investigative case management unified user interface (UI) templates. Enables investigative teams to work securely and seamlessly across any channel, on any device. Delivers automated processes that incorporate capabilities such as barcode scan, digital signature capture, and geospatial mapping.

Enables informed, thorough investigations, driven by insight

Combines intelligent work automation, artificial intelligence, dynamic case management. Consolidates disparate systems, databases, and forms into intelligent, fully automated processes. Allows investigators to update case information in real time, even when the wireless connection is unavailable.

Allows for transparency and auditability

Maximizes visibility, accountability, and control through rich analytics and reporting capabilities. Investigators and case workers always have access to relevant, real-time information. Enables investigators to easily see case associations leveraging both timeline and visual modeling capabilities. Supervisor dashboards enable improved caseload monitoring and management. Preserves a complete audit trail of case activity for case analysis, as well as supports mandatory reporting and audit requirements.
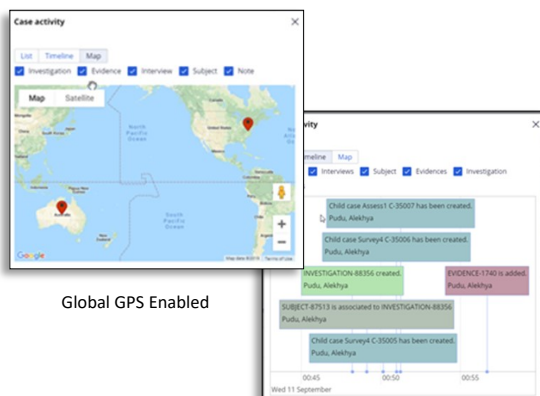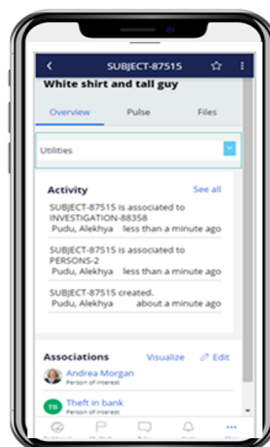
Pega is trusted for mission critical ICM workflows.
We have been vetted, tested and ATO'd...

NICS
National Instant Criminal Background Check System

FBI

FACE
Facial Analysis, Comparison & Evaluation System

FBI

Prisoner Mgt
Daily prisoner production across 94 District Courts

US Marshals Service

Court Security
Physical & personnel security for 94 District Courts

US Marshals Service

Designations
USMS transfer of prisoners to BOP to serve sentences

USMS & BOP

Investigative Process → **Federal Case Process** → **Post-Trial Processes**

ATF
Investigations, Evidence Management, Industry Ops

ATF

USMS
Fugitive Investigations, Service of Process

US Marshals Service

VNS
Victim Notification System across 94 District Courts

DOJ Criminal Division

CDCS
Consolidated Debt Collection System

Justice Management Division

AFMS
Forfeited Asset Reconciliation Process

Justice Management Division

BOP
Program Review, Procurement, other processes

Bureau of Prisons
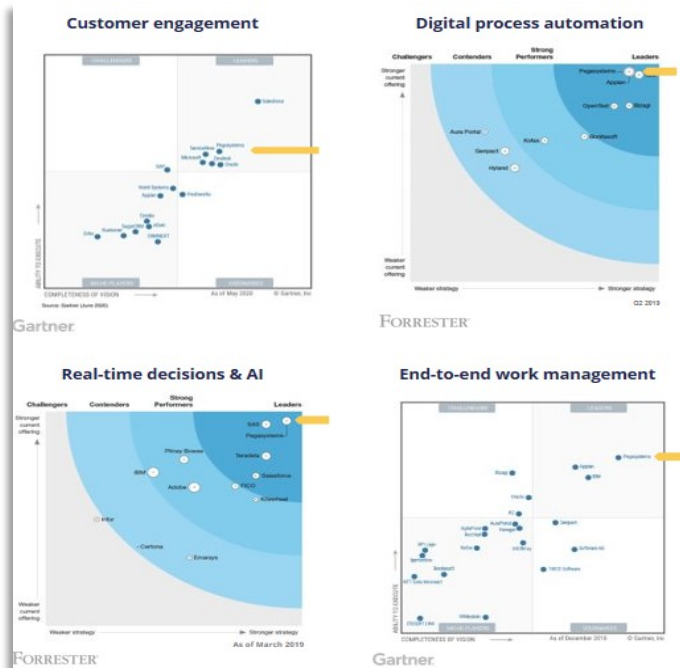
The Only Unified Architecture for Digital Transformation

"The highest reference customer rating for customer usability. The best ability to build, maintain, and change complex cases. The highest overall product satisfaction ratings."

Gartner