

Pega for Government Investigative Case Management

Empowering government organizations with a complete solution for investigations

A Pega data sheet

Intuitive tools, built for mobility and change

Government investigators are often hindered by incomplete case information due to manual and paper-based processes, siloed data, and antiquated systems. Pertinent information is often overlooked because business processes and systems aren't built to support today's mobile investigator. Aggregating relevant data for standard case work is time consuming, and too often, existing systems do not incorporate critical components required for today's investigators to effectively do their jobs, such as social media or off-line mobility capabilities.

Given increased citizen expectations, and the proliferation of social media as a tool for continuous government scrutiny, it is critical that investigators are equipped with tools that facilitate access to the information they need – when they need it. Pega's Government Investigative Case Management (ICM) solution empowers investigators with these tools and capabilities. Our solution:

- Operates 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.
- Enables agile and iterative delivery of investigative case management solutions through visual tools (no coding), that promotes IT and end-user collaboration, as well as continuous improvement.
- Allows organizations to easily develop or change mobile applications with a single click. Mobile applications change along with the underlying application with no further coding required.

Why do government customers choose Pega?

Pega is number one in:

- Case management
- Mobile application development
- Business process management
- Real-time decision management
- Digital process automation

No other vendor can make that claim.

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.

Challenge

Government investigators often struggle to get timely access to the insights and 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.

Solution

Pega's Investigative Case Management (ICM) framework is built specifically for government organizations to accelerate solution delivery, improving overall total cost of ownership. ICM offers efficient, user-friendly tools, including investigative-specific case types, portals, processes, geospatial capabilities, dashboards, visualization tools, and pre-built integrations.



Pega for Government ICM

Provides comprehensive investigative lifecycle management

- Allows organizations to manage all phases of an investigation from beginning to end, including event monitoring, incident intake, cross-team collaboration, case creation, management, and closure.
- Supports the way investigators work leveraging advanced case management capabilities complete with automated workflows, notifications, and correspondence templates – built to optimize investigator productivity, preserve data integrity, and improve investigative outcomes.
- Built on an extensible, scalable, and flexible platform that supports integrations to existing systems of record, empowering investigators with a single, 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 that are rich in capability, user friendly, and enable investigative teams to work securely and seamlessly across any channel, on any device.
- Allows field investigators to easily update case activity on their mobile devices using 'quick create' templates, built for efficient data capture, as well as intuitive, guided, automated processes that incorporate capabilities such as barcode scan, digital signature capture, and geospatial mapping.

Enables informed, thorough investigations, driven by insight

- Empowers investigators to holistically combine intelligent work automation, artificial intelligence, dynamic case management, and legacy system integration to consolidate disparate systems, databases, and forms into intelligent, fully automated processes.
- Offers investigative team forums for secure, cross-team collaboration, data sharing, and messaging.
- Equips investigators with mobile and office tools that provide consistent, streamlined processes and dashboards, subject linking, search and retrieval, activity plans, checklists, and assessment capabilities.
- Allows investigators to update case information in real time, secure in the knowledge that data is accurately synched between the server and their device, even when the wireless connection is unavailable.

Allows for transparency and auditability

- Maximizes visibility, accountability, and control through rich analytics and reporting capabilities, meaning 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.

For more information, visit [pega.com/government](http://www.pega.com/government)