

Intellicase: incident, intelligence, investigation and case management

Intellicase is a secure software solution for **recording incidents** and **accidents**, managing **intelligence**, running **investigations** and building **case files** to **protect** your organisation's assets, people and reputation. It enables corporate security teams to easily spot trends, assess risk and take effective action.

record >>> analyse >>> report >>> take action

Intellicase is a powerful and robust system specifically designed to perform the following core functions:

recording incidents

record any type of incident or accident and all related details

investigation management

Manage all investigations with configurable workflow and task management

intelligence building and analysis

Transform incident data into useful intelligence to become more proactive in addressing the causes of incidents

visualising data

Make it easier to analyse intelligence by creating visual charts to link data and maps to plot incident and crime data

case management

Build comprehensive electronic case files (including documents and multimedia) to support internal or external action

management reporting

Build configurable management reports on incidents, cases, losses, entities (people, places, vehicles, property) and much more

compliance

Meet the need to comply with current legislation in incident management and crime reporting

Intellicase is used in large public and private sector organisations in a wide range of departments:

compliance roles

- Risk Managers
- Audit Managers
- Health & Safety Officers

protection roles

- Loss Prevention Officers
- Security Managers

investigation roles

- Fraud Investigation Managers
- Investigation Officers
- Environmental Health Managers
- Trading Standards Officers



intellicase

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Intellicase tackles a number of business and operational challenges in incident and crime management in an organisation, including:



Top level benefits:

- **Get a live view of incident occurrences and costs**
- **Collate and share information across the organisation**
- **Improve understanding of the underlying issues effecting the organisation**

Allow Intellicase to become your central solution for recording, investigating and remedying subversive incidents from the second they happen to the time of resolution

Intellicase will improve operational efficiency and compliance whilst reducing the costs of investigation and illegal activity

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Recording Incidents

Intellicase can record any incident required. Its flexibility means that any department can use the system to centrally record and manage incidents.

In most organisations, incidents (such as theft or accidents) are a distraction from core business activity. Intellicase helps these organisations to reduce the burden of recording these incidents.

In other organisations or departments (such as investigation or enforcement organisations), recording and investigating incidents is core to operations. For these organisations Intellicase is sufficiently robust and powerful to act as the central operational database.

All aspects of an incident can be recorded in Intellicase, including people, property, vehicles and organisations. Additional material (including cctv footage, photographs, scanned documents and other multimedia) can be attached to the record. The system also allows the original incident and subsequent investigations to be easily recorded.

benefits

- **Secure central store for all incidents across many departments and locations**
- **Easy to record information without any paperwork**
- **Gain an instant view of incidents within the organisation**

Incident Types

Almost any type of incident can be recorded in Intellicase, with the ability to easily add new incident types to meet your specific business requirements. Typical incident types include:

Crime and security breaches

Theft (by staff and public)

Vandalism

Assault

Drugs and weapons use

Loss of property

Health & Safety

Accidents at work

Serious injuries and fatalities

RIDDOR incidents

Potential hazards

Whistle blowing

Criminal acts

Misconduct

Fraud

Operational investigation

Incidents reported by the public

Incidents noted by investigators

Incidents for further investigation

HR issues

Harassment

Unauthorised use of resources

Inappropriate behaviour

Procedural non-compliance

Misconduct allegations

Managing Investigations

Intellicase improves the efficiency of investigations by improving the flow of information and facilitating collaborative working with other staff, departments and locations.

Automated, configurable workflow alerts relevant staff to developments in incidents and investigations and speeds up any necessary authorisation processes.

Incidents and entities (people, vehicles, property, organisations) can be quickly linked to the investigation, helping investigators to manage large investigations.

Investigators have access to all the information they need at their fingertips. They can quickly see all the people and incidents involved to improve understanding and management of the investigation.

benefits

- **Improve communication between investigators, departments and sites**
- **Coordinate investigation activity**
- **Track investigation progress and staff workloads**
- **Standardise working practices across the organisation**

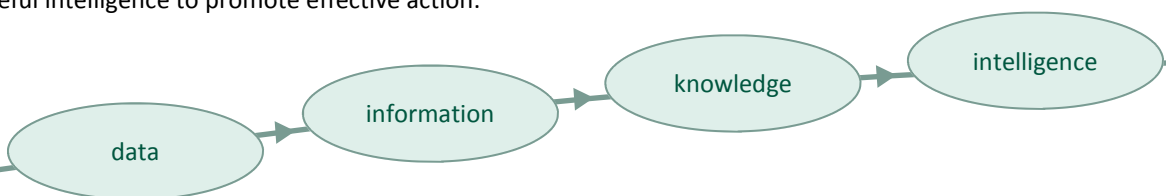
Building intelligence

Intellicase allows the organisation to make more of its data by providing a central repository for all relevant information. Web-based access means that anyone with the relevant security credentials can access the system to quickly input data. This helps to build a holistic intelligence picture, making it easier to identify the cause of incidents, spot trends and take corrective action.

Because data is held on a central database rather than separate databases or spreadsheets, it can be used across all investigations, not just on a case-by-case basis. Linking and analytical tools allows investigators to use data more effectively, transforming it into useful intelligence to promote effective action.

benefits

- **Proactively address threats to the organisation**
- **Get a clearer picture before taking remedial action**
- **Identify issues that previously would have gone unnoticed**



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Data Visualisation

Intellicase provides exceptional analytical capability through crime mapping and charting tools.

Charting tools create visual links between entities (including incidents, people, organisations, property and vehicles). This makes it quick and easy to see all the entities related to a specific investigation, whilst also helping to identify links between entities – for example, the same car might have been used in several separate robberies, or the same credit card may have been used by several different people in several cases of credit card fraud.

Spatial mapping plots incidents or entities on a map using XY coordinates. This allows the investigator to build up a clearer picture of when and where incidents are occurring, helping to identify trends and patterns and identify areas of particular concern. This might justify the repositioning of security hardware (e.g. CCTV cameras) or personnel to address “hotspot” crime areas or improvement in health and safety measures for accident-prone locations.

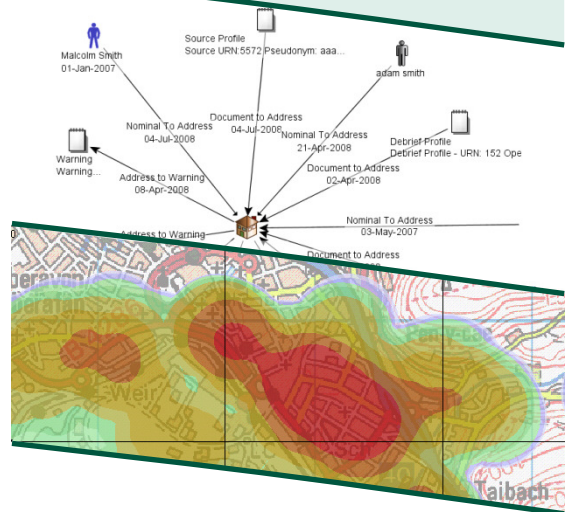
Building cases

Building a case file to support corrective action couldn't be easier with Intellicase. All details from the investigation can be quickly packaged up into an electronic PDF file which can then be archived or sent to an internal department to pursue disciplinary action or to a solicitor to support legal action.



benefits

- Identify hidden links between incidents, people, places and vehicles
- See where incidents are occurring and are likely to occur in the future
- Better targeting of security personnel and hardware





Reporting

Intellicase supports extensive management reporting. Because all incident and investigation information is stored in the central Intellicase, it is easily manipulated for in-depth reports such as:

- Incident by category (e.g. theft, emergency situation, security breach, fire, accident, assault)
- Incident by class (criminal, procedural, policy violation)
- Incidents by time period
- Cost of incidents
- Cost of investigation

Such reports provide management with a clearer understanding of underlying business activity. It can also alert management to areas of concern or issues that are eroding profitability and/or budgets.

Compliance

Intellicase improves legal and procedural compliance by implementing proper incident and investigation management procedures. The system can record all actions taken in relation to an investigation which can be used in defence against accusations of corporate malpractice by proving that appropriate action was taken.

Intellicase can also generate reports to comply with legal requirements to report accidents or assaults in the workplace.

Compliance with legislation is a constant and increasing burden for organisations. Intellicase can support compliance in the following areas:

- Data protection
- Employment law
- Health and Safety
- Audit

ABM is a global provider of secure software solutions designed to improve the management of information and collaborative working. ABM benefits from 15 years of experience delivering business-critical systems for law enforcement agencies in the UK. Over 70% of the UK's Police Forces currently rely on ABM to provide the core systems which allow them to continue functioning efficiently.

ABM has channelled its philosophy of providing secure, robust and reliable applications into Intellicase—a solution that delivers first class functionality coupled with the security, reliability and effectiveness that organisations across the country depend on.

benefits

- **Demonstrate investigation Return on Investment**
- **Improve management understanding of organisational risks and potential risks**
- **Direct resources more effectively**
- **Track the costs of incidents and investigations**

benefits

- **Ensure compliance with legal obligations**
- **Maintain the reputation and image of your organisation**
- **Ensure employee and public welfare**
- **Generate reports for submission to official bodies**

