

Investigation Management System

Case Study

CS0909 July 2009

Case management for a remote workforce

Project Summary:

The Investigation Management System (IMS) is a niche case management system. Cases are initiated by a Client – who provides background briefing, case instructions and background documents. Once cases are allocated to a contract investigator and all regulatory documents are in place, an investigation can begin. Investigations are either Surveillance or Circumstantial – each has a regulated process. Surveillance evidence (video, audio recordings) are uploaded to the system remotely by the investigator.

The system is web based allowing office and remote staff access to a single system in real time. It also allows DW Bowe's clients to log in to review progress on investigations and alerts can be configured to advise a client the moment a breakthrough in a case is recorded.

By controlling and monitoring business processes, IMS has inherent Quality Control the system avoid mistakes, lost information or breach of privacy.

The system also monitors the performance of contract investigators, allowing DW Bowe to reward individuals based on performance.

Client:

DW Bowe Private Investigators
[http://www.dwbowe.com.au/](http://www.dwbowe.com.au)

Client Business Background:

DW Bowe is reputed as one of the most experienced, reliable and competent investigation firms with experience and expertise built up over thirty years.

DW Bowe is one of the few firms in this field to have achieved the internationally recognised accreditation of A Quality Endorsed Company, ensuring that standards are high and all areas are continually improving.

Project Challenge:

Changing statutory requirements (under the auspices of the Victorian WorkCover Authority) meant that the number of registered investigators was to be dramatically reduced. In order to secure ongoing registration DW Bowe chose to use technology to reposition its organisation as a premium service provider or risk losing its market.

DW Bowe uses contract investigators, each running their own small business. The new system needed to encompass and improve existing work practices to ensure 'buy-in' by the investigators; e.g. being able to automatically record activities within an investigation and invoice DW Bowe for the work.



Actions:

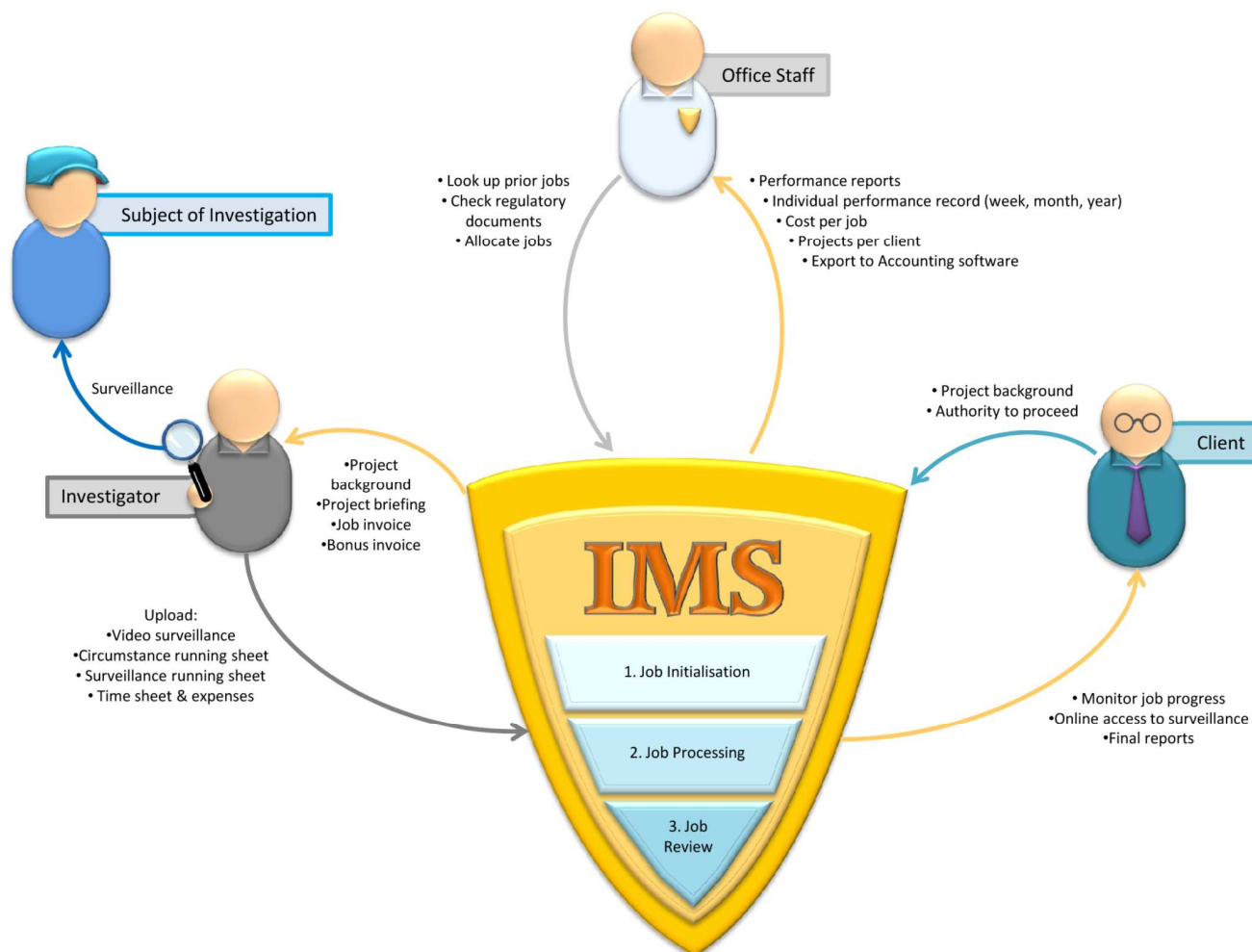
Development of a web application with the following functionality:

- Secure storage of data
- Case and Client databases
- Database Security Protocols
- Efficient data transfer
- Integration with Accounting Software
- Case detail tracking
- Performance tracking and reporting
- Compliance with Government regulations

Outcomes:

IMS is a discrete business system that utilises a number of individual databases including Client, Case and Subject. The details of these databases can be updated and viewed in real time, ensuring that information is as up to date as possible.

Each stakeholder or user has different access to the system ensuring that any information or details accessed are relevant to their particular role in the investigations process. The system tracks all logins, views and downloads by clients and investigators.



Investigators are able to retrieve information (including file attachments) for jobs that are allocated to them. All hours and expenses related to the investigation are recorded within the system. Investigators are also able to add diary notes (including images or videos) about the case to the case file.

The system has a thorough email process for advising and updating clients and investigators of case progress.

The system is able to generate a number of reports including:

- Weekly summary for each investigator
- Monthly summary for each investigator
- Monthly KPI summary for each investigator
- Custom format for specific client
- Interim job details
- Final job details
- Status of all jobs in progress

Technology Used:

The Investigation Management System is a SB4 custom module.

SB4:

IVT web applications utilise a content management system developed in-house over the last six years. The technology is modular and scalable; easily deployed in either a small 'brochure website' or an enterprise level website, Intranet or Extranet.

The current version of IVT's CMS technology - SB4 - uses Linux operating systems, Apache web servers, MySQL databases and PHP5 programming.

Extension and Application:

The Investigation Management System has application in any industry that requires remote access to case management with secure data control and access limitation to protect privacy. The system is also appropriate for any organisation managing projects with a remote workforce.

Screenshots:

| Investigator | Company | Jobs In Progress | Jobs Completed | Edit | Pricing |
|---------------|------------------------------|------------------|----------------|------|---------|
| 0001 - James | James Bowe | - | 64 | 👍 | \$0.00 |
| 0002 - Murray | 00 Bowe & Associates Pty Ltd | 1 | 20 | 👍 | \$0.00 |
| 0003 - James | 00 Bowe & Associates Pty Ltd | 1 | 40 | 👍 | \$0.00 |
| 0004 - James | 00 Bowe & Associates Pty Ltd | - | 2 | 👍 | \$0.00 |
| 0005 - Job | 00 Bowe & Associates Pty Ltd | - | 38 | 👍 | \$0.00 |
| 0006 - Job | 00 Bowe & Associates Pty Ltd | 2 | 101 | 👍 | \$0.00 |
| 0007 - James | 00 Bowe & Associates Pty Ltd | - | 28 | 👍 | \$0.00 |
| 0008 - Job | 00 Bowe & Associates Pty Ltd | 2 | 6 | 👍 | \$0.00 |
| 0009 - Job | 00 Bowe & Associates Pty Ltd | 1 | 37 | 👍 | \$0.00 |
| 0010 - James | 00 Bowe & Associates Pty Ltd | 4 | 58 | 👍 | \$0.00 |
| 0011 - Job | 00 Bowe & Associates Pty Ltd | 5 | 113 | 👍 | \$0.00 |
| 0012 - James | 00 Bowe & Associates Pty Ltd | - | - | 👍 | \$0.00 |
| 0013 - Job | 00 Bowe & Associates Pty Ltd | 4 | 73 | 👍 | \$0.00 |
| 0014 - Job | 00 Bowe & Associates Pty Ltd | 1 | 1 | 👍 | \$0.00 |
| 0015 - James | 00 Bowe & Associates Pty Ltd | - | 37 | 👍 | \$0.00 |
| 0016 - James | 00 Bowe & Associates Pty Ltd | 4 | 22 | 👍 | \$0.00 |
| 0017 - Job | 00 Bowe & Associates Pty Ltd | - | 30 | 👍 | \$0.00 |
| 0018 - Job | 00 Bowe & Associates Pty Ltd | 5 | 111 | 👍 | \$0.00 |
| 0019 - Job | 00 Bowe & Associates Pty Ltd | - | 36 | 👍 | \$0.00 |
| 0020 - Job | 00 Bowe & Associates Pty Ltd | 3 | 66 | 👍 | \$0.00 |
| 0021 - Job | 00 Bowe & Associates Pty Ltd | - | - | 👍 | \$0.00 |
| 0022 - Job | 00 Bowe & Associates Pty Ltd | 3 | 109 | 👍 | \$0.00 |

| Subject | Client | Investigator | Status | Report Due | Edit |
|---------------|------------------------------|--------------|-------------|------------|------|
| 0001 - James | James Bowe | LD | In Progress | 13-07-2009 | 👍 |
| 0002 - Murray | 00 Bowe & Associates Pty Ltd | NC | In Progress | 23-07-2009 | 👍 |
| 0003 - James | 00 Bowe & Associates Pty Ltd | TM | In Progress | 24-07-2009 | 👍 |
| 0004 - James | 00 Bowe & Associates Pty Ltd | JK | In Progress | 27-07-2009 | 👍 |
| 0005 - Job | 00 Bowe & Associates Pty Ltd | TD | Cancelled | 11-02-2008 | 👍 |
| 0006 - Job | 00 Bowe & Associates Pty Ltd | MB | In Progress | 13-04-2009 | 👍 |
| 0007 - James | 00 Bowe & Associates Pty Ltd | JG | In Progress | 24-07-2009 | 👍 |
| 0008 - Job | 00 Bowe & Associates Pty Ltd | TM | In Progress | 21-01-2008 | 👍 |
| 0009 - Job | 00 Bowe & Associates Pty Ltd | lh | In Progress | 27-03-2009 | 👍 |
| 0010 - James | 00 Bowe & Associates Pty Ltd | TM | Cancelled | 04-01-2008 | 👍 |
| 0011 - James | 00 Bowe & Associates Pty Ltd | NC | In Progress | 27-02-2009 | 👍 |
| 0012 - Job | 00 Bowe & Associates Pty Ltd | MF | Cancelled | 06-10-2008 | 👍 |
| 0013 - James | 00 Bowe & Associates Pty Ltd | MT | In Progress | 10-12-2008 | 👍 |
| 0014 - James | 00 Bowe & Associates Pty Ltd | TM | In Progress | 20-07-2009 | 👍 |
| 0015 - Job | 00 Bowe & Associates Pty Ltd | TM | Cancelled | 04-08-2008 | 👍 |
| 0016 - James | 00 Bowe & Associates Pty Ltd | DH | In Progress | 20-07-2009 | 👍 |