

# Investigative Case Management System for Digging and Fire Related Accident Investigations



Most government agencies conduct digging and fire related administrative investigations through a paper-based manual process or via legacy systems that are not able to support the many complexities of the investigative process including the compilation of the investigative artifacts. Currently available solutions are based on investigative processes that are resource heavy and time consuming. In addition these systems lack transparency and reporting capabilities.

MERP built a fully automated Digging and Fire related Accident Investigative Case Management system that helps the government agencies modernize the investigative processes and manage the case management through an intuitive and easy to manage case management system. DigIn, the cloud based case management system is able to collect the accident data, manage the triaging of the information, determine the investigative need, assign and manage the investigative workflow process including assignation, offer a document repository to hold all the investigative data, synthesize a complex report of investigative that contains a variety of investigative artifacts with disparate formats, and track the compliance for the directed case closure process.

## Collect

The system collects incidents or complaints through natively built web forms, phone calls, two-way chat, emails and/or integrated third-party systems. Once the incident or complaint feed into the system, a supervisor can review the information for accuracy before assigning a case to an investigator.

## Manage

Our system offers flexible workflows to create and manage structured processes with inbuilt notifications at every stage.

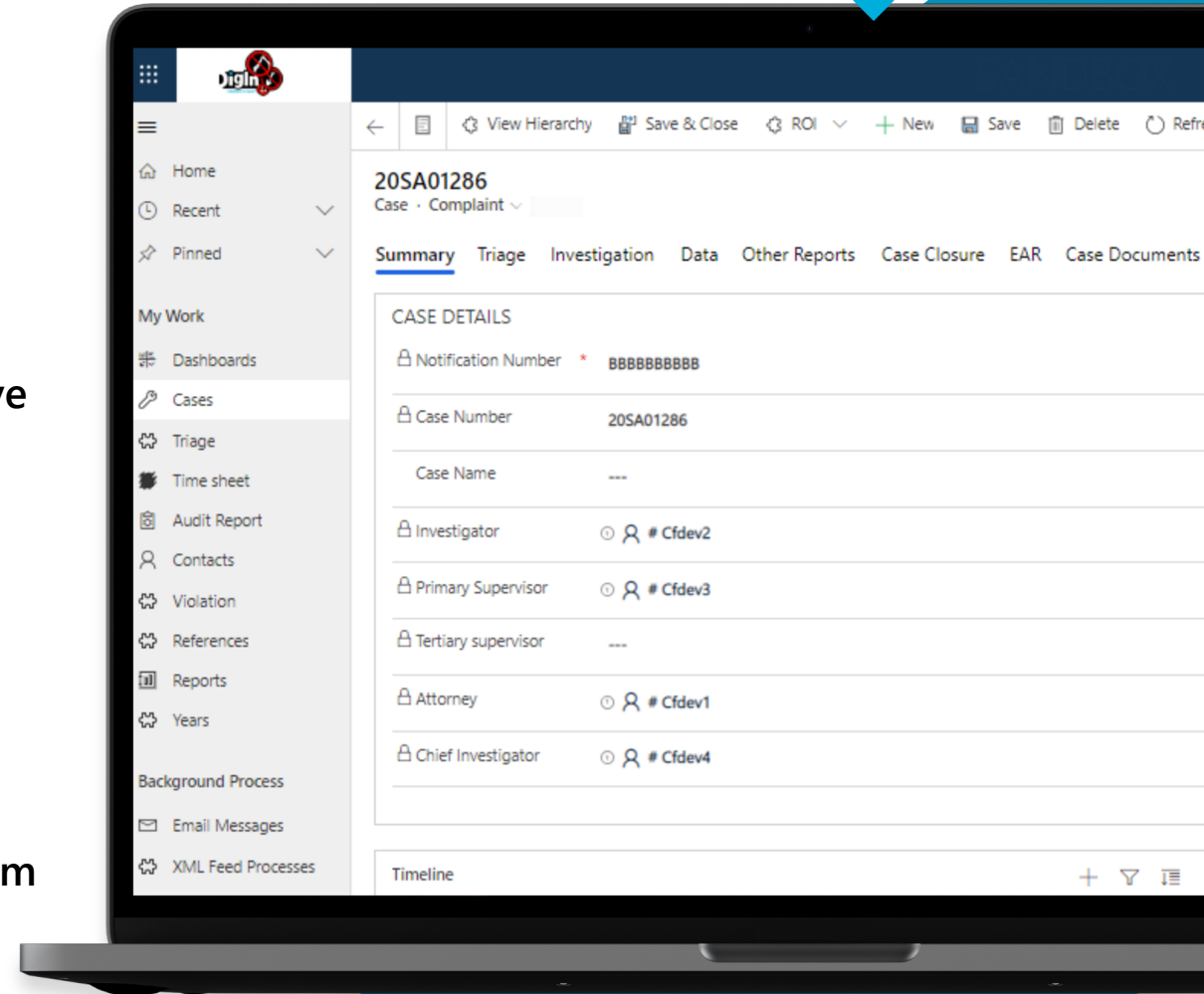
## Deliver

Once the investigation is completed, the system auto generates comprehensive reports with pictures and e-signature. All reports can be customized with a drag and drop interface.

### DigIn Investigative Case Management System

MERP's Dynamics 365 based Investigative Case Management System has brought cloud-hosted SaaS solutions to the forefront of serving the general public and the Government customers. Our low-code platform offers rapidly growing in adoption due to its highly secure and certified infrastructure with high-availability and device-agnostic display of information.

- Digging or Fire Related Accident Ticket Triaging
- Robust Case Creation & Case Assignment
- Documents and Investigative Artifact Management
- Configurable Workflows & Reports
- List Views & Dashboards
- Intuitive User Friendly System Across All Touchpoints



### Responsive

Our system offers a clean, intuitive, user-friendly interface that is ready to use. Our solution is mobile-friendly and also compatible with all major web browsers like Chrome, Firefox, Safari, and Internet Explorer and Edge

### Drag and Drop Workflows

Our system comes standard with creation of complex workflows with drag and drop interfaces allowing agencies to create workflows quickly to track investigations.

### Built-in SharePoint Integration

Easy integration with SharePoint, Exchange, Outlook, and MS office products.

### Third-Party Integrations

API and web service functionality to integrate with third-party applications such as XpertDoc. Generic apps can be integrated using AppSource.

### Role-based

Role-based access control allows the system admins to have full control of permitting and/or restricting users from accessing certain screen and field levels.

### AI-driven

Public facing portal with chat bots and knowledge base integration

### Secure

Our system offers the convenience of hosting the solution on Government Cloud offering built on Azure cloud infrastructure which is FedRAMP High certified infrastructure and guarantees uptime, scalability, maintenance of hardware without having to seek Approval to Operate (ATO)

### All-in One Place

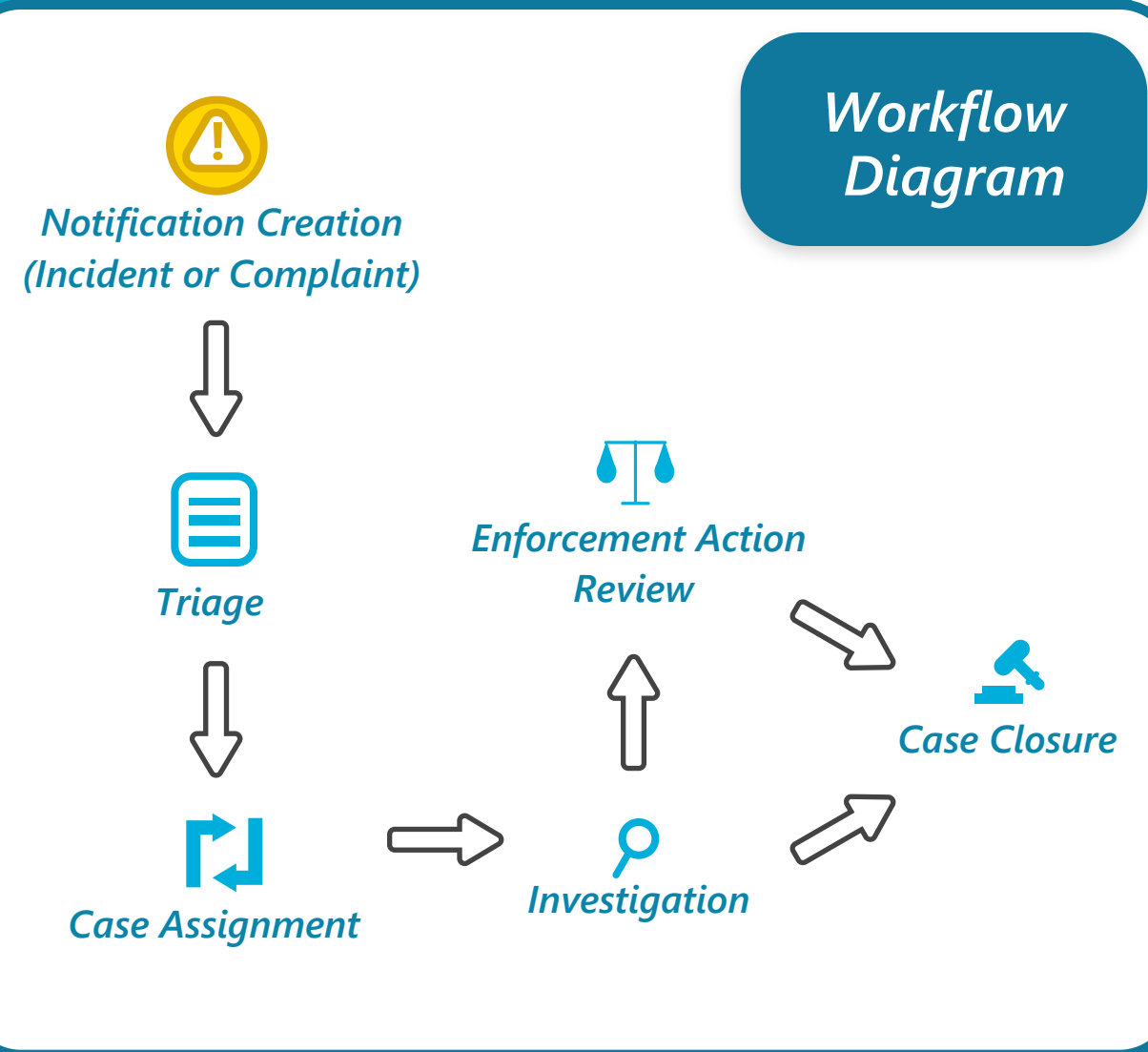
Comprehensive library of standard cases, surveys, reports and tools for end user ad hoc reporting and queries

### Audit-History

Provides a full overview of track changes made to data and track users that log into the systems each time.

### Search

Allows users to quickly search for information across the entire system



MERP recently implemented a Dig Safe Investigative Case Management System at California Department of Forestry and Fire Protection (CAL FIRE) to provide cyber forensics and data recovery services for its Information Technology Services (ITS) wing. MERP's team is working closely with the Dig Safe Board to launch an analytics-driven, omni-channel intake-based Investigative Case Management system and Time Reporting and Management system.

## Agencies We Serve:

