

## Siebel Case Management for Justice and Public Safety

Over 1,500 public sector  
organizations worldwide run  
Oracle Applications

Siebel Case Management provides powerful tools to transform the work of federal, state and local law enforcement agencies, inspectors general, and intelligence organizations responsible for protecting public safety. Agencies benefit from the ability to integrate case information across multiple data sources, automate case tasks and workflow, and perform real-time case analysis. Investigators benefit from increased productivity, better collaboration, and real-time analytics.

### Solution Features

- Web enabled Lead, Tips, and Complaint Management
- Comprehensive and Regional Case Management
- Evidence Management
- Configurable Workflow
- Integrated Rules Engine
- Investigative Analytics
- eServices Portal
- Secure, Reliable, Scalable
- Open Standards Based
- Service Oriented Architecture
- National Information Exchange Model (NIEM) capable

### Law Enforcement Post 9/11

Most investigative law enforcement agencies are experiencing increased workloads, reduced operational budgets, and demands for greater accountability by private citizens and public officials alike. Crimes and terrorist pre-incident activities cross agency jurisdictions, and criminals and terrorists are aware of and effectively exploit these 'hard and soft' jurisdictional, city, and political boundaries.

Lacking the ability to share investigative information and intelligence regionally contributes to jurisdictional exploitation. Moreover, law enforcement agencies have numerous complex demographic, political, and cultural factors that impact crime fighting goals at the city, county, regional, state and federal levels.

Siebel Case Management addresses these law enforcement challenges by leveraging technology to provide focused, regional approaches to investigating crime and terrorism. Oracle's Siebel Public Sector solutions for justice and public safety provide an extensive set of solutions to help governments solve these challenges, while, at the same time, accommodating ever changing organizational and legal restrictions. The solutions enhance cooperation among the employees within an agency, but also improve the flow of information among multiple agencies in a framework that preserves organizational and jurisdictional security requirements.

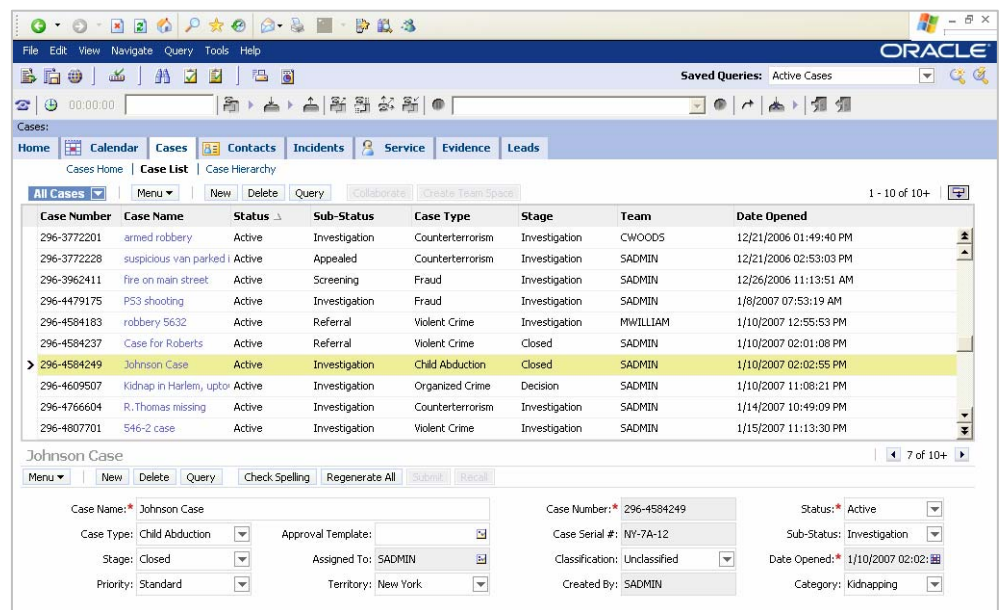
### Investigative Process

Siebel Case Management offers “out-of-the-box” configurable capabilities to enable agencies to collect leads and tips from concerned citizens or private security organizations, manage and track suspects, victims, witnesses, locations, and automobiles, and create case files, add reports of investigation, supplemental evidence and other applicable documentation.

Siebel Case Management can be fully integrated into legacy systems, such as records management systems, allowing agencies to retain their current systems and investments. Investigators and managers can obtain a “360 degree” view of cases. Evidence collected during the course of an investigation can be identified, cataloged, and associated with several investigations for ease of submission for prosecution as well as disposition for complete end-to-end tracking.

### Key Solution Components

- Case Management
- Incident Management
- Offense/Offender Tracking
- Suspect and Victim Tracking
- Lead/Tips Management
- Evidence Management
- Universal Case Inbox
- Investigative Analytics



Siebel Case Management enables regional approaches to law enforcement with secure collaboration, a unified view of investigative information and comprehensive analytical capabilities

### Secure Regional Collaboration

Appropriate and well-timed distribution of key information enables law enforcement agencies to act rapidly, effectively, and consistently, leading to improved closure rates and better resolutions. By making case records available as part of a secure framework, Siebel Case Management enables multiple investigators to work on a case simultaneously, access related case information and improve productivity. In this respect, the Siebel solution enables organizations to fully leverage their resources and capabilities in managing investigations across offices, locations and teams.

- Leads can be routed to designated personnel via multiple devices and lead information can be segregated from the complete case record depending on access level
- Case data can be filtered by field and by record through the use of Oracle’s Database Vault and Label Security technologies to ensure that access is finely tuned to administrative and jurisdictional requirements
- Evidence information can be linked to multiple cases and tied directly to underlying physical assets for end-to-end tracking

## Workflow and Task Engine

Siebel Case Management provides investigative law enforcement agencies with comprehensive, configurable workflow capabilities throughout the application and technical infrastructure. These features provides agencies with the ability to more closely mirror their current operational business processes reducing employee training time, or if necessary quickly modifying them with minimal effort to improve productivity, enhance accountability, and more efficiently clear investigations. With Siebel Case Management, agencies can capture best practices and implement them within the application to walk newer investigators through complex processes on a step-by-step basis, reducing training time and improving productivity.

Paperwork and administrative tasks can severely impede the productivity of even the most efficient investigative agency. With seasoned and experienced investigators leaving or retiring, agencies risk the loss of a tremendous amount of organizational knowledge. Using the business process framework in Siebel Case Management, agencies can automate established business processes and surface these processes to users in an easy-to-use, wizard-like application format.

## Simplified Analysis at Every Level

Accurate case reporting and analysis play a critical role in helping agencies respond to internal performance audits, succeed in criminal trials and identify trends. Siebel Case Management enables investigative agencies to analyze large amounts of data from investigations in real time in order to spot trends and patterns. Leveraging the powerful capabilities of Siebel Analytics, Siebel Case Management enables investigators to analyze data residing in both internal and external systems to gain real-time insight into critical issues. Siebel Case Management simplifies case reporting by providing analytical dashboards to track incident volumes and outstanding leads. Investigators, managers and agency administrators can view dashboards that summarize case activity relevant for their position in the organization and filtered for their security profile.

## Security

Securing sensitive data, and controlling access to data, is one of the premier core competencies of Oracle Corporation. Not only is access to sensitive investigative data secure, but with Siebel Case Management, audit trails ensure data integrity and include indicators of what was read, changed, who changed it, and the changes that were made.

## The Siebel Advantage

With Siebel Case Management, agencies gain the tools they need to improve their case management processes. The Siebel solution helps agencies get the right information to the right people at the right time, facilitates secure collaboration within and across agencies, and streamlines reporting and analysis. Taken together, these capabilities minimize the time investigators need to spend on paperwork and data entry, allowing them to focus more of their time on resolving cases and protecting public safety.

## CONTACT US

For more information, please call **1.800.633.0738** or visit [www.oracle.com/government](http://www.oracle.com/government)

### Key Benefits

- Comprehensive regional case management capability
- Facilitate existing or future business processes with flexible, configurable, workflows and rules engines
- Improve results with powerful, integrated performance metrics and management analysis
- Retain current systems and investments with open integration into legacy systems
- Maintain security with Oracle's leading technology infrastructure