

## Siebel Case Management for Incoming Tips, Leads and Incidents

Siebel Case Management provides powerful tools for law enforcement to manage incoming incidents, tips, leads, grievances, or crime complaints from the general public. Siebel Case Management collects, manages, dispositions and analyzes large volumes of reported information to more efficiently conduct and conclude large, complex, and/or politically sensitive investigations.

### **Public Participation in Law Enforcement**

Law enforcement agencies are the first line of defense for most citizens concerned with rising violent crime and potential terrorist acts. Law enforcement agencies encourage citizens to become involved in their communities and report crime, suspicious activity, and abuses or corruption. The challenge is to not just encourage citizen participation and interaction, but for the agency to aggressively investigate and provide a timely response in an efficient and cost effective manner. Moreover, in today's environment where concern for potential terrorist activity is acute, more and more law enforcement agencies are enlisting the assistance and cooperation of local security organizations. A recent study found that over 85% of the nation's critical infrastructure protection was being safeguarded by private security organizations. Siebel Case Management provides law enforcement agencies a secure mechanism for private citizens and private security organizations to report suspicious activities in near real time.

### **Citizen Interaction**

Siebel Case Management features a web-enabled complaint, grievance, and citizen tip/leads system. The system can be used as a web front end for citizens and private security companies to direct all incoming information to law enforcement. Siebel Case Management is multi-use and highly configurable. A single implementation can be used for both citizen interaction through a web portal, and private security organization information regarding crime and terrorism through a secure portal. Citizen interaction can be reporting of crime areas or tips/leads relative to a high profile investigation, or can be an avenue to report abuses of power, misconduct, or corruption to the appropriate investigative entity.

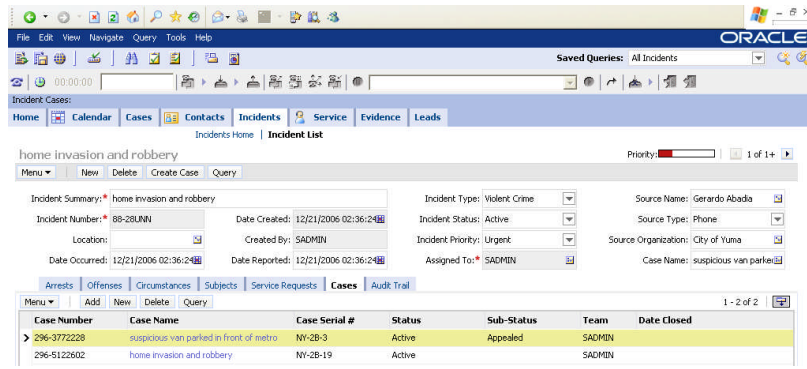
Over 1,500 public sector  
organizations worldwide run  
Oracle Applications

### **Solution Features**

- Web portal for citizen and private security organization reporting
- Multi-use for tips, leads and grievances
- Automated workflow
- Investigative Analytics
- Secure collaboration
- Service Oriented Architecture
- National Information Exchange Model (NIEM) capable

**Key Solution Components**

- Case Management
- Lead/Tips Management
- Incident Management
- Offense/Offender Tracking
- Suspect and Victim Tracking
- 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

**Automated Workflow**

Siebel Case Management provides investigative law enforcement agencies with comprehensive, configurable workflow capabilities to route input from citizens and private security organizations to the appropriate responding organization. The Siebel Case Management solution provides real-time tracking and status of the requests, and permits escalation of requests to the attention of the next level supervisor, or responsible entity.

**Secure Regional Collaboration**

Appropriate and well-timed distribution of key information allows law enforcement agencies to act rapidly, effectively, and consistently, leading to improved closure rates and better resolutions. By making tips/leads and 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. Citizen tips, leads, and grievances can be routed to designated personnel via multiple devices and lead information can be segregated from the complete case record depending on access level.

**Industry Standard Architecture**

The Siebel Case Management product was produced using architectural and software development industry best practices. As a result, it has the same globally recognized enterprise level security, scalability, and reliability features for which Oracle is known. Siebel Case Management is National Information Exchange Model capable and leverages XML protocols for the seamless exchange of information. Consistent with U.S. Department of Justice and public safety guidance, Siebel Case Management incorporates and leverages Services Oriented Architecture where appropriate.

**The Siebel Advantage**

With Siebel Case Management, agencies gain the tools they need to improve their lead, tip and incident 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. Siebel Investigative Case Management is a commercially supported product architected to conform to industry standards for information exchange and service oriented architecture requirements. Taken together, these capabilities minimize the time agencies 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.ORACLE1** or visit [www.oracle.com/government](http://www.oracle.com/government)



**Key Benefits**

- Improved community oriented policing through integrating programs and systems across regions and departments
- Consistent and enhanced services to citizens with automated workflows and task-based interface
- Better, more collaborative environment for multiple investigators, departments, or agencies to quickly and thoroughly explore each tip, lead, or citizen complaint
- Unparalleled security, scalability, and reliability with a world class, enterprise architecture based on industry standards