Investigative Case Management

ServiceNow® App Engine

Investigative Case Management challenge

Law enforcement organizations often experience problems with the coordination of multiple agents and support personnel for active casework. Limited insight to who is assigned to work the case or the lack of visibility into what is required to effectively investigate can be contributing factors. Unfortunately, officers aren't always aligned with field personnel, resulting in multiple back and forth calls and emails.

In this very dynamic and uncertain world, investigating agents are constantly challenged with navigating disparate processes and systems, often handling highly sensitive data, and providing rapid resolutions while ensuring stakeholders have the necessary visibility and reports.

Additional delays occur when investigators don't have the appropriate skills or the correct information for the investigation. Investigators or support personnel become frustrated when case information is not available quickly and resort to more calls or emails to other support personnel or a central dispatch desk. Meanwhile, leadership lacks overall visibility and drillable insight into investigative performance, outstanding cases, and trends like stalled cases. The result is decreased case resolution, investigator involvement, potential negative impact on the unit's reputation, and frustration by field support units and other law enforcement groups.

The ServiceNow solution

Your agency is unique, and out-of-the-box solutions will only take you so far. You need a way to manage and automate the unique way your agency handles investigations, and you need to deliver quickly.

ServiceNow's App Engine uniquely provides one platform that shares one data model, one architecture; powerful capabilities such as machine learning, AI, and predictive analytics; native mobile and conversational interfaces; asset management and no-code and low-code development tools for anyone to build solutions that work the way your organization does.
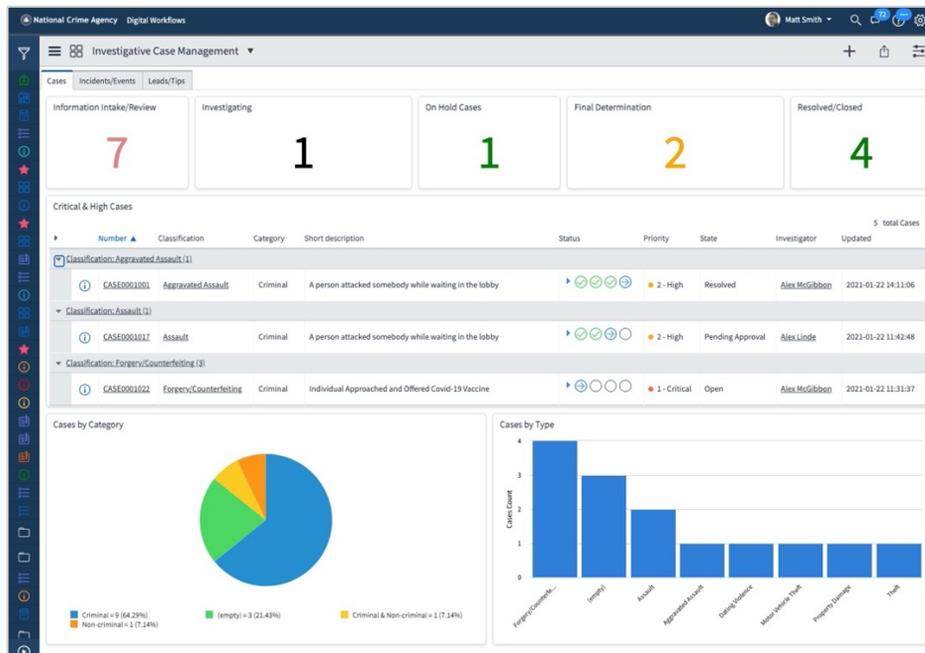
Track and route cases through the different investigative phases automatically

Track case seamlessly

Leverage the ServiceNow® App Engine to route cases through the different investigative phases automatically and be used simultaneously by multiple groups on a nationwide scale.

Give investigators control

Allow investigators to self-schedule and track appointments and view work status from a personalized service portal.

Manage assignments efficiently

Automate case and work assignments to investigators based on their proximity, availability, and the specific skills required.

Consolidated evidence processing and management

Leverage the inventory management capabilities of ServiceNow® Asset Management as a single repository for physical or digital assets as evidence and manage their access.

Simplified integration management

Easily connect to multiple 3rd party system of records (internal or external) to aggregate relevant case data using ServiceNow's native IntegrationHub and 200+ pre-built connectors.

Improve clarity and insights

Gain a real-time understanding of case metrics such as errors, wait time, processing time, resolution time. Make better decisions faster, and answer questions with instant insight into current patterns and trends.

Fast and flexible data model

Agencies' increasing focus on digitalization has deepened the proliferation of new channels and touchpoints for collecting and aggregating data.

ServiceNow's unified data model provides a standard to capture all the structured, and unstructured data (or metadata) needed to support investigations.

The power of ad hoc relationships

A better understanding of the relationships between data inside the case and other objects is critical for spotting trends and resolving cases.
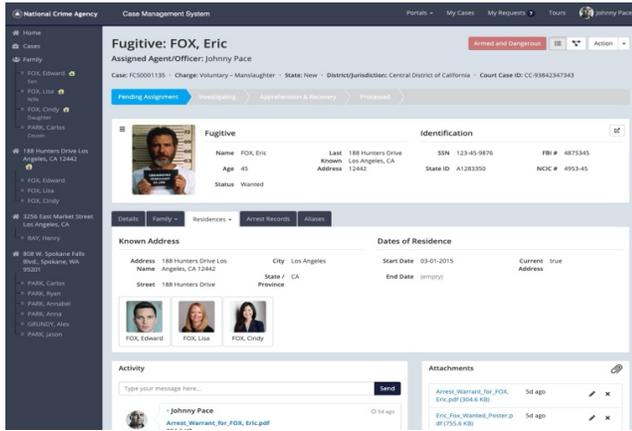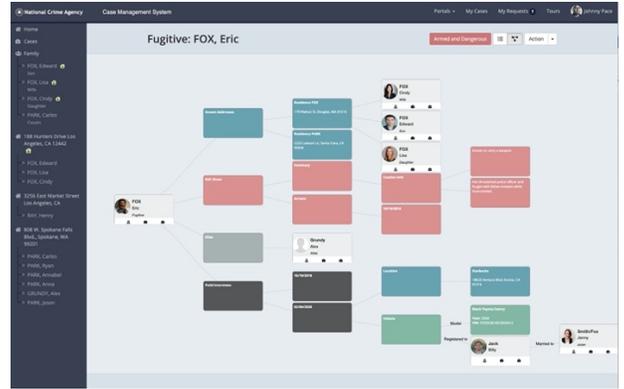
Beyond the standard case user experience

Typical out of the box case management solutions often fall short of adapting to the unique way your organization works.

Built on standard technologies, the App Engine Studio provides a modular user interface framework to configure a modern, state of the art user interface and experience.

The only limit is your imagination. The App Engine Studio helps developers and non-technical administrators create attractive and engaging user experiences that drive user adoption.

Boost agent efficiency

Visualize complex processes in a simple and familiar task-oriented view built specifically for agents.

Agencies can define and track the lifecycle of the cases with the Process Automation Designer via a simplified, Kanban-style board.

Build and manage multiple complex workflows easily with no-code playbooks and our enterprise application development platform.
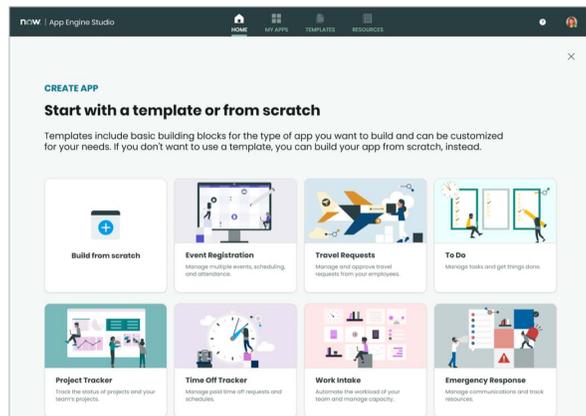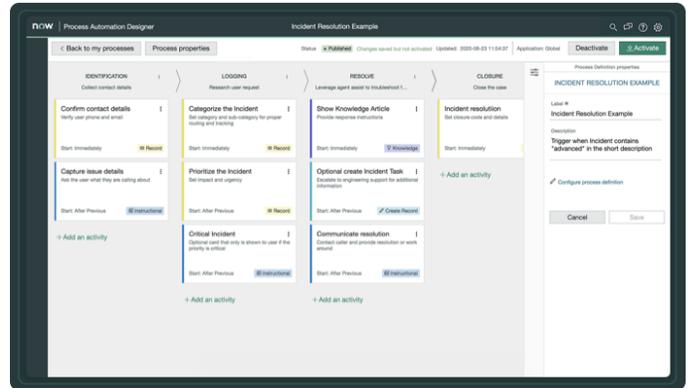
Respond to change with speed and agility

All our ServiceNow workflows and products are built on top of the Now Platform. The App Engine Studio allows customers to easily tailor existing workflows and quickly build new ones to accommodate new or unique requirements.

Contact

Several law enforcement agencies use ServiceNow for managing investigations.

If you would like to learn more, email us at:
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