Three Pillars of a Defensible Investigation

An improperly conducted investigation can discredit an entire case and all the work that went into it. Even though investigators are familiar with this risk, they still face growing barriers to success. However, Investigators can overcome these challenges to build a defensible investigation by building off **timeliness, thoroughness, and comprehensive reporting**—the three pillars for a defensible investigation.

How can investigators keep these three pillars in sight when they're juggling multi-jurisdictional cases, procedures and policy changes, and stricter tracking requirements, on top of disconnected tech and growing caseloads?

There's a better way.

See how investigations software can help Offices of Inspector General (OIGs) strengthen their cases and get on top of their workload.

Timeliness

Keeping an investigation on time means mastering several things:

- Capturing, cataloging, and processing new evidence quickly
- Coordinating multiple, outdated, disconnected technologies
- Managing a huge volume of complex evidence

But it's foolhardy to do this without support. The right investigations software helps investigators:

- Speed up the entire case process from start to finish by working in one combined application that brings in intake, triage, case processing, evidence management, tracking, and reporting
- Work from anywhere with secure tools in the hybrid work era

Get back in control of the investigative lifecycle:

OIGs Need Tools That Deploy Quickly and Are Designed around Their Processes

eCase Investigations — One solution to manage IG investigations from hotline to case closed

Complaint Received · Investigative Techniques and Chronology · Case Closure · Report of Investigations · Inventory Tracking · Investigation Case Management · Entity Tracking · Case Documents, Evidence, and Time Tracking · Referral Results

- Eliminate vendor sprawl (e.g., third party evidence tools) with one solution for the full investigation
- Support your investigators with an intuitive tool they can use for all responsibilities
- Save time with nearly 100 preconfigured reports and easy changes when policies or reporting requirements shift
- Reduce stress on your team with mandated reporting (NIBRS) out of the box

eCASE® Investigations by OPEXUS, a commercial-off-the-shelf application built specially for federal and state OIGs and law enforcement agencies, unifies processes and manages complex investigations within a single case. With it, investigators can track and report on the complete investigative process from hotline complaint initiation to final disposition.

Thoroughness

To be defensible, each investigation needs to comply with current agency standards and requirements and changing legislative demands. In addition, investigators have to minimize errors and keep cases moving efficiently through the process.

Pair these challenges with the ones mentioned earlier, and being "thorough" becomes exhausting.

Make it easier on investigators by using a software that anticipates everything you need from a compliance perspective. With cloud-ready, FedRAMP-certified hosting, and high encryption standards, investigations software like eCASE® Investigations by OPEXUS cuts down on risk. Provide agents with compliant and straightforward workflows that meet your department's standards to drive consistent adoption.

Comprehensive Reporting

Strong reporting for every case keeps investigations credible. But investigators and supervisors alike struggle to get clarity on case status, while supervisors strain to manually track down and compile metrics for required reports.

Don't let solvable reporting issues derail your cases. Instead, use investigations software to:

Get better insight into cases and make better decisions with dashboards that show you what you need to know.

Use streamlined, pre-templated reporting and easily accessible data to confidently comply with requirements.

Meet regulations and standards by relying on compliant and secure software

Make Each Case Defensible From Open to Close

With investigations software, you can improve the entire investigations process. To learn more about eCASE Investigations, visit our website or request a demo.