Investigative Case Management for the Department of Defense

AGENCIES TRUST APPIAN’S INTELLIGENT AND INTEGRATED APPLICATIONS FOR INVESTIGATIVE CASE MANAGEMENT

- Access-controlled, single-pane-of-glass case lifecycle file
- Automated task management, notifications, and data validation
- No need to move data from legacy applications into the platform
- A complete case management system that works on any device, with native mobility

From collecting evidence and organizing cases to recording and archiving findings and proceedings, investigative case management (ICM) processes and data are a burden to operate and maintain with the current technology stack. When organizations add new technologies to legacy systems, siloed data, processes, and systems prevent them from working together efficiently. This leads to increased technical debt. ICM IT leaders must either build a custom system from scratch through traditional development processes, with long project timelines, or perform ICM activities on COTS systems with generic regulations that are controlled by an outside vendor. Both approaches involve years of implementation, change management, training, and customization.

Appian offers DoD organizations an ICM solution they can quickly implement: Appian Investigative Case Management. Appian ICM is the backbone that enables the swift definition of automated processes, tasks and notifications, validated data inputs, and flexible application logic to ensure agencies meet current needs and future regulation changes. Robotic process automation (RPA) and artificial intelligence (AI) eliminate redundant and manual tasks. Natively mobile applications allow investigators and litigators to easily update case information and details from the field providing a single, real-time view of all relevant information across systems and data sources.

INVESTIGATIVE CASE MANAGEMENT

Appian's low-code platform enables automation across the investigation lifecycle. ICM organizations quickly define their processes, data, tasks and notifications for case or organization specific evidence and findings collection, case routing, adjudication, and closeout. They create secure and web-responsive interfaces that are ready for desktop or mobile casework, with dynamic role-based access controls.

Users view tasks, cases, workload, and metrics from a single dashboard, eliminating the need to open multiple applications and windows. Appian business roles and workflows ensure that staff perform their actions in a consistent manner and only access the items they have permission to view. Managers can track department performance and view employee caseload information from their dashboard, supported by real-time reporting. Supervisors monitor all cases and activities and prioritize or reassign based on caseload.

Staff can conduct investigations from the office and field. ICM organizations build, deploy, and change mobile apps with no additional coding. Appian’s mobile capabilities provide investigators and litigators with the same functionality available to desktop users, including the ability to easily create and update cases from their mobile devices. With mobile offline capabilities, investigators can record case information and notes that are automatically synchronized when the investigator re-establishes an internet connection.
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**ZERO-CODE APPLICATION INTEGRATION AND OPTIONAL DATA MIGRATION**

Appian Integrations and Appian Records unify investigative data and intuitive actions. Records allows agencies to integrate data, collect attachments, and automatically update audit history while performing any task. Appian process automation allows organizations to leverage current IT investments and extend the capabilities of their legacy systems.

With Appian, you can leave your data where it belongs. The platform allows users to tap into any data repository without forcing the import of data into the application environment. The platform provides no-code integration with databases, web services, DocuSign, Oracle, Microsoft, and other applications.

**INTELLIGENT AUTOMATION**

Defense organizations use AI, RPA, and robotic workforce management (RWM) to dramatically improve case management processes, productivity, user experience, and staff engagement. Intelligent automation combines the power of Appian RPA and AI with workflow and low-code development to quickly deliver results.

Appian RPA provides organizations with software "bots" that automate high-volume, repeatable tasks within legacy processes and applications, such as cutting and pasting data from legacy systems that lack APIs, replying to web queries, answering routine calls, and responding to common email requests. This eliminates redundant data entry, improves data quality, reduces errors, and decreases costs. The platform also brings the best available native AI services from Google, Amazon, and Microsoft with no-code integration. Defense agencies use Appian RWM to orchestrate the new, blended workforce of people, systems, and bots.

**APPLICATIONS BUILT FOR DEFENSE AGENCIES**

Appian allows agencies to deploy secure, scalable, seamless applications in the cloud, on-premises, or in a hybrid environment—with full mobile and offline capabilities. Organizations build applications that address their specific needs, rather than rely on costly, heavily customized packaged applications. The platform gives agencies the ability to respond quickly to legislative, regulatory, and policy changes and adapt to new requirements.

Appian has our customers covered with more certifications than any other low-code or BPM vendor. The platform’s extensive security architecture complies with federal standards and certifications including FedRAMP, FISMA, HIPAA, SOC 2, and SOC 3. The architecture provides data redundancy, high availability, disaster recovery, and other key reliability features. Federal infrastructure options include a FedRAMP Authorized Cloud, fully managed IL4 and IL5 services, MilCloud, AWS GovCloud, and Microsoft Azure.

- Access-controlled, single-pane-of-glass case lifecycle file
- Automated task management, notifications, and data validation
- System design and testing that engages investigators, litigators, and administrators
- Natively mobile ICM applications
- Deploy applications in the cloud, on-premises, or in a hybrid environment

Leading Defense Organizations Trust Appian:

Appian provides a low-code automation platform that accelerates the development of mission systems. Many of the world’s largest corporations, government and defense organizations trust Appian applications for their investigation, regulatory, compliance, case management, and workflow applications. For more information, visit Appian Government Solutions.