eCase™ Audit/Investigations

The Challenge

Many audits and investigations are currently being handled via bulky spreadsheets or scattered manual systems that lack effective records tracking, management, and retention and do not provide consistent tracking and documentation of work. Because of these decentralized processes, coordination between field agents is difficult and reports often require added effort as all relevant information must be manually compiled from a variety of sources.

An Adaptive Audit/Investigation Solution

eCase Audit/Investigation spans the complete audit lifecycle: from audit planning, audit performance, and audit follow-up to recommendation tracking and reporting and resultant investigations. eCase provides capabilities to track the workflow of audit events, artifacts, reports, recommendations, and corrective actions. Official notifications are supported throughout the process. The eCase portal enables simple coordination with geographically dispersed investigators and combines findings into one Report of Investigation.
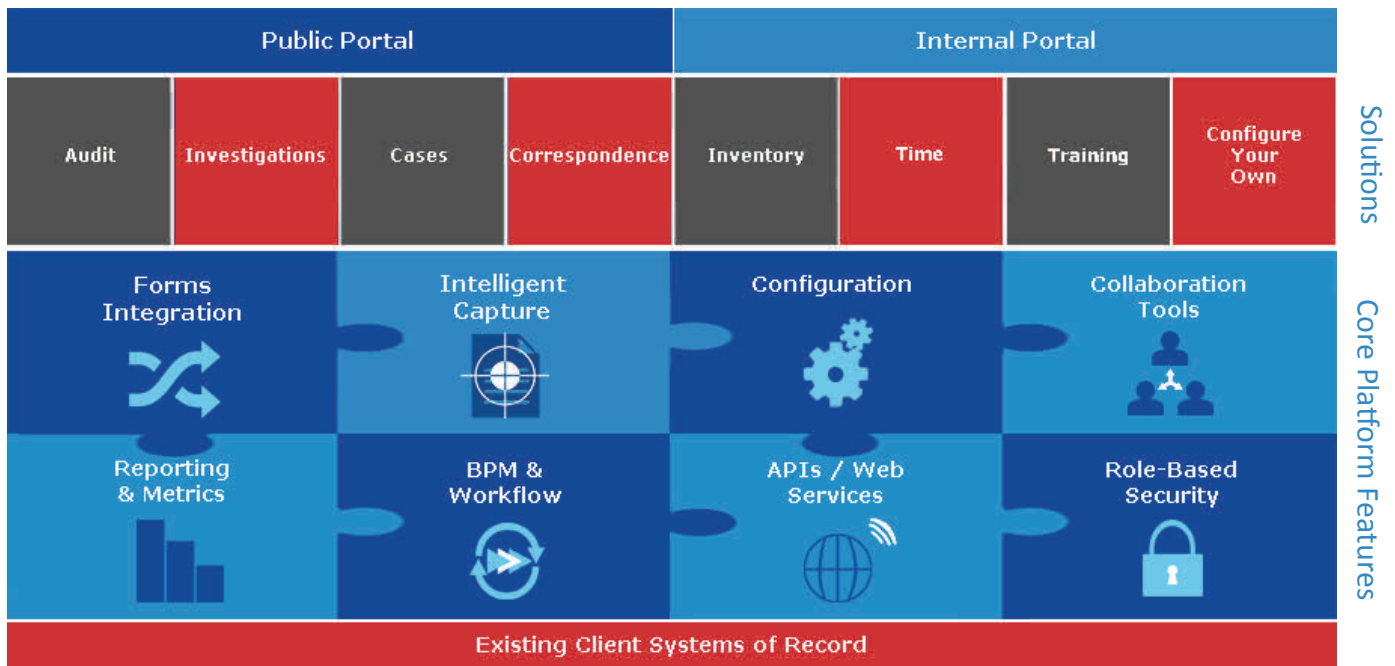
Key Benefits

- **Adaptability:** 'configure don't code' design quickly adapts to new audit and investigation policies and requirements
- **Quality:** assignment tracking, standardized review and approval, and document management reduce error
- **Accountability**: task assignments, triggers and alerts, and audit log
- **Transparency:** report on all actions and data within the system, share standard reports, auto-generate required reports like ROI
- **Collaboration:** discussion threads and portals facilitates communication internally and with the public
- **Efficiency:** assignation, delegation, routing, and approvals power full lifecycle tracking of audits and investigations
- **Security:** establish permissions audit and investigation groups and roles

Proven Audit & Investigations Solutions

Customs and Border Protection: The eCase Investigation solution automates, tracks, and reports on CBP's complex investigation process. Geographically dispersed field agents submit their findings through the eCase portal and findings are automatically combined into one Report of Investigation—successfully streamlining CBP's investigation process.

eCase Audit/Investigation Framework

Configuration	Build and modify applications without coding, saving time and money
BPM & Workflow	Enables complex structured and unstructured processes and data
Forms Integration	Design and integrate forms to meet user interface needs
Collaboration	Improve decision-making and quality via discussion threads and review tools
Reporting & Metrics	Report on all data and actions, view dashboards, and schedule reports
Role-Based Security	Configure user and group permissions to all system features
Intelligent Capture	Scan and OCR for paper capture to replace manual processes
Portals	Access all applications on the platform through internal or external portal
API/Web Services	Connect to internal and external systems including systems of record

ABOUT AINS: 25 years of experience developing COTS EIM products and providing IT services to the Government. 350+ COTS case management installations and SaaS solutions provided via our FISMA moderate data center.