EQUAL EMPLOYMENT OPPORTUNITY COMMISSION ADOPTS AINS PUBLIC PORTAL

EEOC Acquires New System for Accepting Public Complaints and Charges

The Equal Employment Opportunity Commission (EEOC) has selected AINS to deploy eCase SaaS (Software-as-a-Service), AINS’ case management and business process management tool, to support the next generation of online services and applications for the public. EEOC’s new eCase online portal will provide the public with an easy way to access information about discrimination, perform quick and efficient self-screening for discrimination coverage, and provide a gateway to submit and track discrimination complaints. eCase will provide tools to aid the complainant and investigator, as well as improve the process from pre-intake through completion of the intake process.

eCase will integrate with existing EEOC systems to create a more efficient and effective FOIA process and public portal access. The EEOC’s previous FOIA tracking system was incomplete and required extensive manual processing, but integration of the new AINS system should alleviate these issues. Rather than pay the cost of maintenance and housing bulky servers in-house, EEOC chose to host the eCase solution at AINS’ FedRAMP SaaS certified data center. AINS’ data center offers a slew of security features including 24/7 monitoring and regular data backups. The new system is easily integrated into current processes, cutting down on setup downtime.

In addition to the eCase hosted solution, EEOC also requested a new, reliable means of complying with FOIA requests. FOIAXpress, the FOIA software purchased by EEOC, can accept online requests, track requests, manage deadlines, publish electronic records, prepare reports, and search and retrieve data. Just as with the eCase hosted portal, AINS worked with EEOC to smoothly and efficiently implement the new systems into the current infrastructure. EEOC now has the ability to automate many auditing processes like training, workflow, and access control management. Thanks to a better FOIA software solution, the office now has improved transparency, accountability, and organization. These improvements lead to more efficient workflow, quicker responses to inquiries, and better monitoring and tracking. FOIAXpress is already in use at several other major federal and local agencies such as the District of Columbia government.

What does all this mean for the public? AINS’ Public Portal solution will give citizens easy online access to file work-related complaints and access information. The acquisition of AINS’ public portal is part of EEOC’s latest effort to create a user-friendly system for filing charges, scheduling appointments, and request information. It should now be much easier for anyone with a job-related issue or complaint to find relevant information, submit a complaint, or track the progress of that complaint.

Said AINS CEO Moe Goswami, “We think it’s crucial to make the link between government and its citizens strong and accessible. This public portal solution makes it easier for EEOC to give people what they need when they need it.”
The EEOC manages the important task of ensuring fair and equal working conditions for citizens. The procurement of a new EEOC public portal system from AINS will help citizens submit discrimination charges, schedule appointments, and access information. In today’s modern world, citizens expect and deserve a functional and convenient method of accessing important information. This new public portal provides 24/7 online access. AINS' web portal platform adds an aspect of automation, making tracking and reporting a much easier task. A mix of convenience and security makes the new access point a great upgrade to EEOC features.

AINS has 26 years of experience developing innovative COTS products and providing IT services to Federal, state and local, and international government agencies. AINS has implemented case management solutions for more than 350 clients in areas such as FOIA, Correspondence, Audit, Investigations, and Human Resources. By applying our broad experience and working closely with our customers to learn their needs, we will continue developing lasting solutions that leverage the rapid evolution of technology.

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For more information about the EEOC Public Portal or AINS, Inc., please contact Courtney James at cjames@ains.com or 301.670.2308