

### Geography

- North America

### Industry

- Government

### Business Need

- Eliminate the excess paperwork needed to process a case
- Build a standard, highly automated case management process
- Allow investigators to attach a variety of evidence such as documents, e-mail messages, and multimedia files to a case
- Allow attorneys a single source to construct case briefs
- Improve system reporting, interfaces

### Solution

- Column Case Management met the City of Chicago's Office of the Inspector General full requirements
- The Column Case Management solution is now an integral part of the OIG's daily operation.

# City of Chicago Office of the Inspector General

## Automates Processes with Column Case Management

**Tasked with investigating allegations of corruption, fraud, and waste across a city government with 40 major agencies and 38,000 employees, the City of Chicago's Office of the Inspector General has found Column Case Management to be a powerful, cost-effective solution.**

Created by Richard Daley shortly after he became mayor in 1981, the City of Chicago's Office of the Inspector General (OIG) is an independent group of investigators, attorneys, and auditors that responds to complaints about city government's performance from citizens and city employees. In addition to their own investigations, the office has worked closely with other law enforcement agencies to secure federal convictions and expose millions of dollars in fraud and waste.

### THE CHALLENGE

Like other public organizations, the Office of the Inspector General is regularly challenged by both private citizens and public officials to do more with less. At a time of lowered budgets and scarce resources, the OIG recognized a new case management solution was an opportunity to dramatically improve their performance. Their outdated legacy system was fast approaching its limits, and it regularly required labor-intensive manual processes and maintenance. With no end to their needs in sight, the OIG needed a powerful knowledge sharing and process automation platform to help them spend less time tracking information or completing redundant work and more time solving cases.

Shortly after deciding to adopt a case management solution, the OIG identified their key requirements. The ideal solution would offer a single location to store case information from a variety of systems—including documents, e-mail messages, and multimedia files—to help users construct case briefs and process approvals. It would also allow secure, role-based information access as well as highly-usable interfaces and reporting options. Finally, it would be proven in similar environments such as law enforcement and compliance.

### THE SOLUTION

Given their criteria, it's easy to see why the Office of the Inspector General's decision-makers selected Column Technologies' Column Case Management. The solution met all of their requirements, and Column had both a large Chicago presence and a strong reputation among their clients for solving their pressing business challenges. However, the most persuasive argument came from the state capitol in Springfield, where the Illinois Office of the Executive Inspector General was already a satisfied Column Case Management user.

## THE PROCESS

Shortly after the Office of the Inspector General made their decision, Column consultants joined their implementation team, and the two organizations worked closely throughout the process. In addition to their solution expertise, the consultants provided project management, process reengineering, and audience-specific training services that helped the OIG rapidly transfer their processes to Column Case Management. Their skillful project management paid off when the joint implementation team completed their work on time and on budget just three short months after they began.

## THE RESULTS

Today, Column Case Management is helping the Office of the Inspector General accelerate and simplify case processes. Its rich feature set allows users to build and use secure, searchable case work areas that foster communication and offer a single place for information they previously stored in a variety of locations.

Clearly, the case management solution has helped each of the OIG's functions. Attorneys can securely share information and documents, track changes to them, and ensure they comply with document retention regulations. Administrators have reduced the time it takes to produce reports for Mayor Daley's office from a week down to mere seconds, and they quickly prepare large numbers of letters by automatically adding case-specific information to prebuilt templates. Investigators can determine patterns by connecting people, places, property, and vehicles associated with one case to one or many other cases.

Column Case Management also provides the OIG with the flexibility to meet evolving standards and guidelines. Not only is the solution built on the BMC Remedy Action Request System (ARS)—the leading business processes automation platform—it can readily accommodate emerging technology such as advanced data visualization and text analysis tools. As a result, the OIG now has a case management solution that can effectively meet its business needs no matter what the future holds.

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### About Column Case Management

Established in 2018 Column Case Management is a privately-held leading software provider specialized in case management.



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