COLUMN CASE MANAGEMENT

Third party integrations

No one agency is the same as another. With each organization having sets of legacy and existent systems in place, flexibility and adaptability are necessary features when considering a case management system. Column Case Management easily integrates into common third party applications out-of-the-box and has customized integrations to address mainframe and in-house built applications.

Standard integrations include:

LDAP Authentication

Enables the Column Case Management user authentication to Active Directory, Novell eDirectory or other LDAP data sources, with all LDAP authentication able to be done with or without SSL.

Single Sign On (SSO)

Single Sign On allows for the retention of a successful authentication for a user who has already authenticated themselves against the domain or another application, allowing for quick, yet secure, sign on.

Email Configuration and Integration

Allows the Column Case Management system to both receive and send emails from external systems and users, as well as allows the creation of tickets and approve or reject requests.

Web-Service Integrations

Column Case Management can be configured to allow third-party applications to query or send information securely both from and into the software solution.

People Data Synchronization

Column Case Management can manage, load, and maintain people data by an external data source, allowing the creation of new people records, synchronization of fields across all records, data validation, and configurable data translation for the solution's fields.

Key Benefits

- NYPD: LDAP for Single Sign-On and automated case permissions

- NOPD: District Attorney Zip and Ship File Transfers

- State of FL: Legal and Accounts Receivable systems

- City of Chicago: Web Service to format address strings and return extended location information, as well as City Employee Database feed

- State of OH: Network Directory Integration – Allows storage of large files (audio/video), central console for searching and advanced permissions

- SAPD: Gang Curfew, Crime Analysis Entry System, Parole, Officer Safely Link, Probation County Adult, Warrant, Crashand Sex Offender Databases

File System and Database Integration

Allows large files to be stored outside of Column Case Management or pull data from a third-party database, but still enabling access to users without storing redundant data in the solution.

TAPI/CTI/Screen Pop Integration

Additional functionality that provides the ability to auto-populate specific information in the Column Case Management system.

Column Case Management can be utilized for the following marketplace solutions

- **Investigative** – Used effectively by many high profile investigative organizations, Column Case Investigative enables users to track, record, and document cases through a highly powerful, secure software solution.

- **Business Process Management** – As a workflow-driven, case management software, Column Case Management can help manage processes to improve both business and operational performance.

- **Customer Service Support** – Deliver efficient, consistent service by documenting customer interactions, presenting proactive solutions, and increasing responsiveness.

- **Financial Shared Services** – Implement best practices and global process improvements for order to cash, purchase to pay, record to report and other key financial processes.

- **Vendor Management** – Simplifies information and document management associated with your vendors and has the capabilities to provide vendors with self-service access to certain shared services functions.

- **Medicaid Fraud** - Assists Medicaid fraud investigators conduct investigations with greater efficiency, transparency, and agility. It enables investigators to assess details and complex information in a collaborative and organized environment.

- **OIG** - Utilize a variety of powerful features for investigations and audits through a single, consolidated platform, allowing the OIG best practice processes.

Security

Built on the most powerful workflow engine used by 80% of the Fortune 500 and federal organizations such as the US Defense Intelligence, Column Case Management offers organizations the most robust solution in the market. An integral part of Column Case Management's architecture is in the Core, which ensures security tiers are established to protect data.

Licensing Models

Column Case Management is offered in various licensing options to ensure the most cost effective solution. Our licensing options include:

Perpetual/Onsite | SaaS | Managed Application Hosting

About Column Case Management

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