



IBM **Information Management** software

HCL AMERICA, INC. iGOVERN Fraud Investigation

Partner Solution

■ **Target Industry**

Government

■ **Business Application**

*Fraud Investigation
Processing*

■ **Products**

*IBM FileNet Business Process
Manager*

IBM FileNet Content Manager

Business Challenge

The investigation, tracking and disposition of fraud cases is time-consuming, entailing countless hours of collection and analysis of evidence – sometimes hundreds of thousands of pages of paper documents – prior to charges ever being filed. Fraud investigation departments struggle to manage reams of documents and complex case management workflows while integrating with multiple departments.

Accessibility of information is often a major hurdle. Oftentimes, processors are unable to manage and access statistical data residing in content silos from stove piped IT systems. Investigations require personnel mobility to attend to interviews, surveillance and court appearances. Agents in the field often struggle to obtain information critical to support these tasks.

While every instance of suspected fraud must be reviewed, due to limited resources, the reviews must be done quickly and thoroughly, and determinations must be made as to which cases offer the greatest potential for prosecution/conviction and/or remediation. To this end, fraud investigation departments need systems to aid in decision making and the proper management of resources.

Finally, investigators chartered with handling fraud cases are continually challenged to meet evolving federal and regulatory reporting requirements.

Solution

Based on IBM Enterprise Content Management (ECM) technology, iGOVERN Fraud Investigation is a flexible investigation solution that streamlines the entire investigative and remediation process. It is a comprehensive case initiative and tracking system that detects and processes instances of possible fraud, waste or abuse.

The solution offers access via the Internet, so investigators can spend more time working in the field.

The solution is easily integrated with other agencies' systems, and can automatically match suspects from databases and cases on file. Cases are automatically load balanced and sent to investigators' inboxes. Investigators can monitor their caseloads, and identify any bottlenecks to streamline processing. Additionally, the solution also provides alerts at various levels to track timely closure of tasks.

Additionally, the iGOVERN Fraud Investigation generates forms and



letters dynamically, helping streamline correspondence with other agencies. The system also generates real-time reports, performance related-statistics, mandatory reports and letters, and full case histories.



The solution enables fraud investigators to reassign or transfer cases, and provides tracking and monitoring of cases referred to other prosecuting councils/agencies.

Value Proposition

HCL's status as an IBM Software ValueNet Partner for more than 16 years has enabled the company to successfully implement solutions that leverage IBM's ECM suite of products, such as iGOVERN Fraud Investigation. Customer leveraging the iGOVERN Fraud Investigation solution have benefited from the following:

- Automated and streamlined processes, reducing cycle time and ensuring resources are not wasted on unproductive activity;
- The ability for stationary and mobile workers to track, monitor and decide on the final adjudication;
- The ability to review allegations and quickly determine whether there is enough evidence to warrant further action;
- Improved visibility of processes and case tracking;
- The ability to generate statistics and information to assist in reporting and in meeting regulatory requirements;
- Reduction in paperwork, as well as printing and mailing expenses;
- The ability to cross reference the complaint through historical database in order to quickly find any earlier complaints against the suspect; and
- Implementation timeline for customer would be reduced by 50-60%.

Additionally, the system offers customizable interfaces and can be tailored to accommodate future needs and process modifications.

Company Description

HCL AMERICA, INC. is a full service provider of IT consulting and software services to leading corporations and government clients worldwide. HCL leverages its local and offsite capabilities to create effective solutions for the client's most challenging business problems. The company's services include Enterprise Web Content Management and Integration Services, eCommerce Solutions, CRM/ERP Services, Portal Development, Imaging and Electronic Document Management, Automated Workflow Processing, Enterprise Application Software Development, Legacy System Data Conversion and Migration, IT Staff Augmentation Services and Operational Support Services.

For more information, please contact:

Vasu D. Srinivasan
+1 703-839-5050
vsrinivasan@hcl.in

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3565 Harbor Boulevard
Costa Mesa, CA 92626-1420
USA

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