



The New Era of Intelligent Investigations from IBM

Investigations have many challenges to overcome



Pro-Active Investigation

Identifying suspected cases of counterfeiting and managing internal controls within an organization. Policy and Process assessment and improving data governance strategy. Automation of rules and internal controls to mitigate risk.



Reactive Investigations

Automation of investigation procedures and the need to provide a collaborative environment that co-ordinates all forms of evidence, decision to prosecute, to producing prosecution documentation. Interviews and material management.



Pattern Identification

Identify types of activities that threaten your brand: Counterfeit, defective goods, defective service, all need to use technology to be more flexible in identifying patterns and types of activity in order to properly investigate those activities.



Evidence

Evidence gathering is key. The need to assess data, transactions, terms, times, contracts, video, social media, audio, records is critical. Technical capabilities are needed to aggregate.

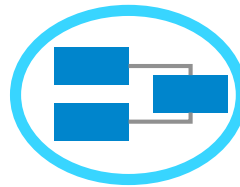
IBM Case Manager for Investigations: The 'Action Platform' for the next generation of investigation



people



information



workflow



analytics



cloud



mobile

IBM Case Manager is a solution platform that engages people with information, analytics and workflow empowering them to make more informed decisions to achieve better business outcomes anywhere and everywhere

Flexible

Auditable

Secure

Reportable

Persistence

360° view

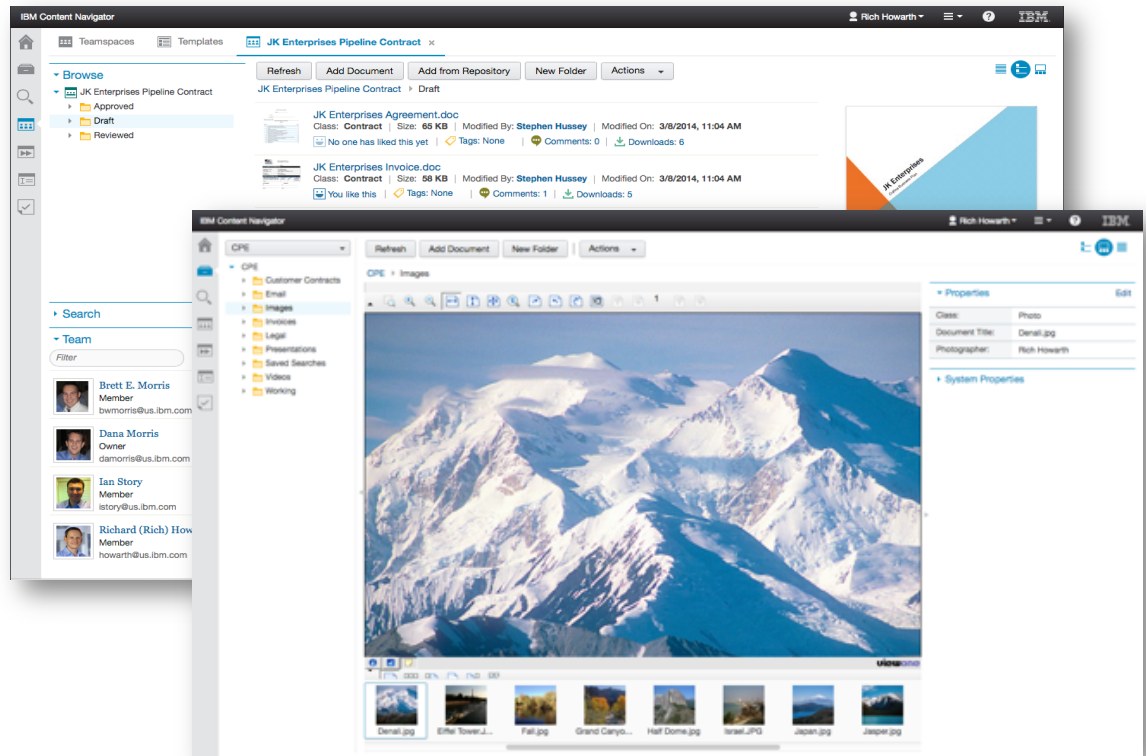
Information Aggregation

Simplification for business users and knowledge workers



IBM Content Navigator unifies access to content across all repositories and devices

- Single point of access to content wherever it may be stored
- Shared searches and favorites allows for quick access to frequently accessed content
- Embedded viewer supports over 250 different document types with annotation and redaction



Integrated with CIBC's ECM Infrastructure

- **Every case has its own folder for storing its documents**

End user have quick access to case material

- **Integrated document viewer with markup capabilities**

View documents and case data at the same time

- **Full document management functionality**

Document versioning and metadata properties

- **Centralized content repository for all case artifacts**

Maintain control over cases and documents

The screenshot displays the IBM Case Manager interface. The main window shows a case titled "INCID_Incident_0000001" with tabs for "Cases", "Work", and "Case INCID_I". Below the case title, there are buttons for "Comments", "Meeting", and "Add Ta". The "Documents" tab is selected, showing a list of documents. Two documents are visible: "Witness Report.doc" (modified 08/08/2014 16:32) and "Location Photo.jpg" (modified 08/08/2014 16:44). Both documents show "Comments: 0" and "Download" options. A red box highlights the "Witness Report.doc" document. A context menu is open over the "Witness Report.doc" document, showing options: "Open", "Preview", "Download", "Download All", "Properties", "Add Comment to Document", "Print", "Check Out", "Check In", "Cancel Check Out", "Send Email", "Export", "View Link", "Remove from Case", and "Cut". The interface also shows a sidebar with navigation icons and a top navigation bar with "Documents", "Tasks", and "History" tabs. The bottom of the screenshot includes the copyright notice "© 2015 IBM Corporation".

Capabilities to optimize investigations

Out of the box support for:

- Tracking related cases
- Collaboration within the investigative team
- Checklists
- Conducting meetings and interviews
- Creating case summaries

The screenshot displays a software interface for case management. At the top, a 'Related Cases' section shows a table with columns for 'Title' and 'Created On'. Below this is a 'Dynamic Properties' section with a table listing various case attributes. To the right, a 'CaseA' summary and history view is shown, featuring a 'Today' section with a highlighted event: 'Related item: CmAsa- The claimant is same, hence relating these cases.' Below the history, there is a 'Supervisor Checklist' section with a table of tasks and their completion status. At the bottom, a 'Table of Content' lists various sections of the case record, with 'Case Events' and its sub-items highlighted in a green box.

Title	Created On
CaseB	11/7/2013, 9:52 f
CaseC	11/21/2013, 7:53

Name	Value	Comments
License Number	KLS-9993-442-853	
Number of employee	987	Total number of employees
Registered Date	6/11/1987	Bank registered:

Item	Description	Required	Status	Due Date	Notes
Fraud Analysis	Risk score review	false	false	1/15/14	
Case Review	Review with Fraud team	false	true	2/9/14	
Investigation Meeting	Meeting with case investigators	true	false		
Case Packaging	Generate Case Report	true	false		

Case Properties	1
Related Cases	1
Custom Properties	1
Case Information	1
Case Documents	1
Case Comments	1
History of Actions	1
Case Events	1
Triage	1
Investigate	2
Perform Case Analytics	2

Integrated Document Viewer

The screenshot displays a web application interface for 'Investigate Case Form'. The main window is titled 'Investigate Case' and includes a sidebar with navigation options like 'Incident Data', 'Persons', and 'Vehicles'. A central modal window is open, displaying a 'WITNESS INFORMATION' form for Miami-Dade Police. The form includes fields for Name (GUEVARA, DAVID), Race (WHITE), Sex (MALE), Date of Birth (9/20/1953), Age (51), Jurisdiction (HABANA), and Citizenship (AMERICAN). It also lists Residence Type (RESIDENCE), Last Known Address (58 DORAL STREET), City (CORAL GABLES), and State/Country (FL). Below the form is a 'WITNESS STATEMENT' section containing the text: 'I SAW THE SUSPECT OUTSIDE THE STORE DRIVING A BROWN TRUCK - MAYBE A FORD F150. I REMEMBER THAT THE LICENSE PLATE WAS FROM FLORIDA AND INCLUDES THE LETTER "W". I SAW THE SUSPECT ENTERING AT THE STORE, AND A COUPLE OF MINUTES LATER LISTEN A GUN SHOT. THEN I SAW THE SUSPECT RUNNING OUT AND FLEEING THE SCENE ON THE TRUCK'. The interface also shows a table of persons with columns for Person Code, Name, and Role, and a table of offenses with columns for Person Code, Offense Indicator, Name, and Description. The bottom of the screen shows a Windows taskbar with the date and time 6/10/2014, 10:21 AM.

Person Code	Name (Last, First Middle)	Role
<input type="checkbox"/>	VICTIM PEREZ, ROSSIE	
<input type="checkbox"/>	SUSPECT	
<input checked="" type="checkbox"/>	WITNESS GUEVARA, DAVID	

Person Code	Offense Indicator	Name (Last, First Middle)	Description
		GUEVARA, DAVID	

Race	Sex
WHITE	MALE

Residence Type	Last Known Address
RESIDENCE	58 DORAL STR

Occupation/Grade	Address

Filter Data and Business Content in Context

The best search is no search at all



The screenshot displays the IBM Case Manager interface with several key components and annotations:

- Jobs View:** A pie chart showing "5 Cases due today" with a breakdown of cases by status (e.g., Pending, Closed).
- Structured Data:** A form containing contact information (Name, Email, Phone, Location) and incident details (Date, Category, Source, Stage).
- Video:** A video player showing a snowy landscape.
- Maps:** A map showing a city street grid with a red location marker.
- Images:** An image of a white LG dishwasher.
- Social View:** A social media-style post from a user named "EG" reporting a dishwasher issue.
- History:** A task history list showing actions like "Close Case" and "Product warranty had expired" with timestamps.
- Customer Communications:** A list of product registration cards with columns for Product, Description, Purchased, and Warranty State.
- Analytics:** A search results page showing a list of case records with details like case ID, date, and status.

Access, Analyze and Act

Work Cases Home **Review Claim** Focus Insu

Review Claim | Triage

[View Instructions](#)

Comments [Investigate](#) [Close-Insufficient Evidence](#)

Policy	Claim	Counts	Analysis	Identity Analysis
Claim Number:	999-99-991407	Claim Status:	Draft	
Claim Type:	AUTO	Claim Amount:	45,000	
Last Name:	Batke	First Name:	Christal	
Street Address:	15 Sanded St.			
City:	Bawlf	State:	AB	Zip Code: TOB OJO
Loss Description:	Collision turning left. Multiple vehicles involved.			
Loss Type:	Loss Cause: Collision while turning left.			
Loss Date:	June 1, 2013	Reported Date:	June 1, 2013	
Loss Location:	15 Sanded St. null, Bawlf, AB, TOB OJO			
Police Report:	Theft: <input type="checkbox"/>	Independent Witness Count:	2	
Medical Expenses:	10,000	Total Injuries:	1	At Fault: <input type="checkbox"/>

Investigation Details and Progress

Documents Tasks History

Add View More Actions

- Case Analytics**
Modified: P8admin | 7/8/2013 6:08 PM
- Correspondence**
Modified: P8admin | 7/8/2013 6:08 PM
- Evidence**
Modified: P8admin | 7/8/2013 6:08 PM
- Alert Summary for claim number 999-99-991407**
Modified: P8admin | 7/8/2013 6:08 PM
- ISO**
Modified: P8admin | 7/8/2013 6:08 PM
- Witness Statements**
Modified: P8admin | 7/8/2013 6:08 PM
- Medical Claim Summary**
Modified: P8admin | 7/8/2013 6:08 PM

Facts that Triggered the Investigation

Alert Summary for claim number 999-99-991407

Policy ID: 999-99-999876 Entity ID: 9001
Alert Sever: K Alert ID: 2
SPSS Risk Score: 0.01

First Name: Christal Last Name: Batke
Address: 15 Sanded St Bawlf, AB TOB OJO
Phone: 780-781-2074

Alert Description:


Relationship with fraudulent entity

Medical monetary declaration high AND automobile damage low


Identify association with flagged entity

Sametime

Select Group **Investigatio**



Carly
Social Network An



Bill
Customer Service

Search

Claimant Name

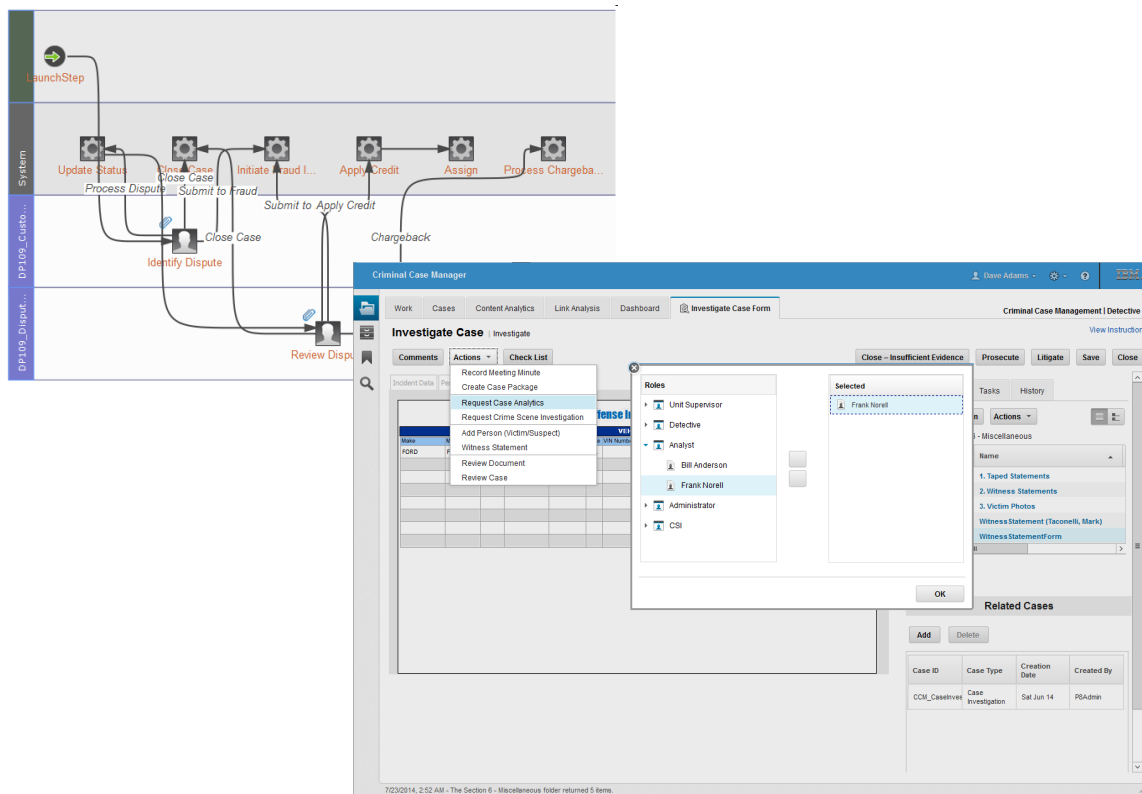
Search [Advanced Search](#)

Search Results

- Investigation Case**
Modified on: 4/23/13 8:33 PM | Modified by: John | Size: 41 KB
- Inv. Kristina Batke 5/29/2013**
Modified on: 2/23/11 1:32 PM | Modified by: Carly | Size: 5.3 KB
- Inv1306072013**
Modified on: 2/16/13 10:20 AM | Modified by: John | Size: 4.7 KB
- Inv1306101146**
Modified on: 11/30/12 4:13 PM | Modified by: Rich | Size: 46 KB
- Application for medical Assistance**
Modified on: 7/4/13 9:56 AM | Modified by: Carly | Size: 8.1 KB

Dynamic Workflow

Model the way people work to get to outcomes



- Users have access to all the tasks that need to occur to get to a resolution
- The tasks perform the required workflows and maintain the audit trail
- Workflows driven by the way people work

Bringing Analytics to the End User: Informed decision making is better decision making



All actions taken in a Case go through the process engine and are recorded and logged

- All actions that are logged are available for Reporting

Case Analyzer (Historical Reporting)

- Excel and Cognos enabled case and process analysis
- Dynamic - Drill down, slice and dice, filter, etc
- High performance, large volume analysis

Real Time Dashboards

- Real time notifications on particular cases or aggregate case loads
- Based on configured Service Level Agreements
- Show things like case volume, # of cases or prisoners, \$ amount, officer utilization, etc
- Generates Alerts

Case Visualizer

- All Case tasks are mapped and visualized on histogram within the Case UI
 - Shows what tasks were initiated, when, who was involved, were they completed or still in process and how long they took
 - Each task can also be drilled into to view all details

i2

- Integrated plug-in allows for the sharing of information and artifacts between IBM Case Manager for Investigations and i2
- Provides for detailed investigation capability with integrated collaboration, file management and task based workflow

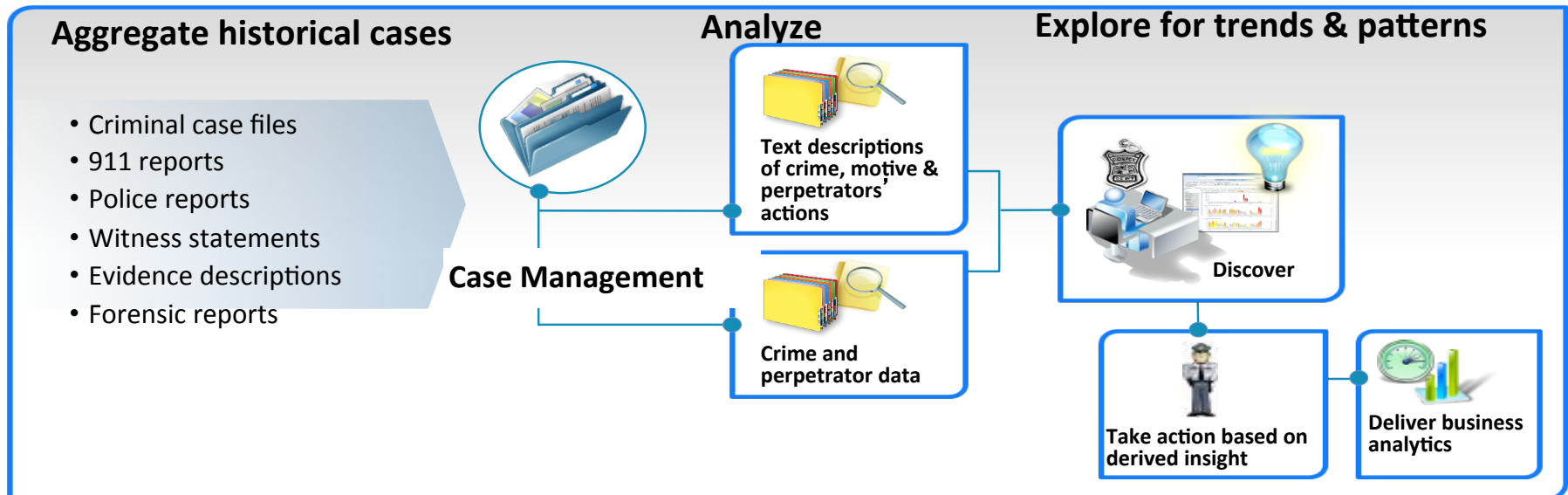
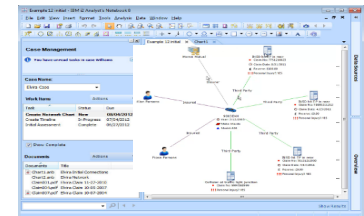


Seamless Case Integration with i2 Analyst Notebook



Leverage **out-of-the box capabilities** through a powerful integration between i2 Analyst Notebook and IBM Case Manager for Investigations.

- move through massive amounts of data
- visualize complex data sets
- expedite investigations by discovering patterns, links and relationships
- generate leads from unstructured reports



Cognitive Computing in Action: Using Content Analytics to gain insight



Content Analytics for Investigation

Enables you to ingest and analyze investigative documents

Correlation of data

- Correlate unstructured information (reports, notes) to structural system:

Analysis of unstructured information

- Derive and identify new trends, patterns and anomalies

Connections between structured and unstructured data

- Provide a 360-degree view of suspects and relationships

Advanced analytical features

- Semantic searching, risk alerting, SNA, etc
- help turn volumes of data into a wealth of insights



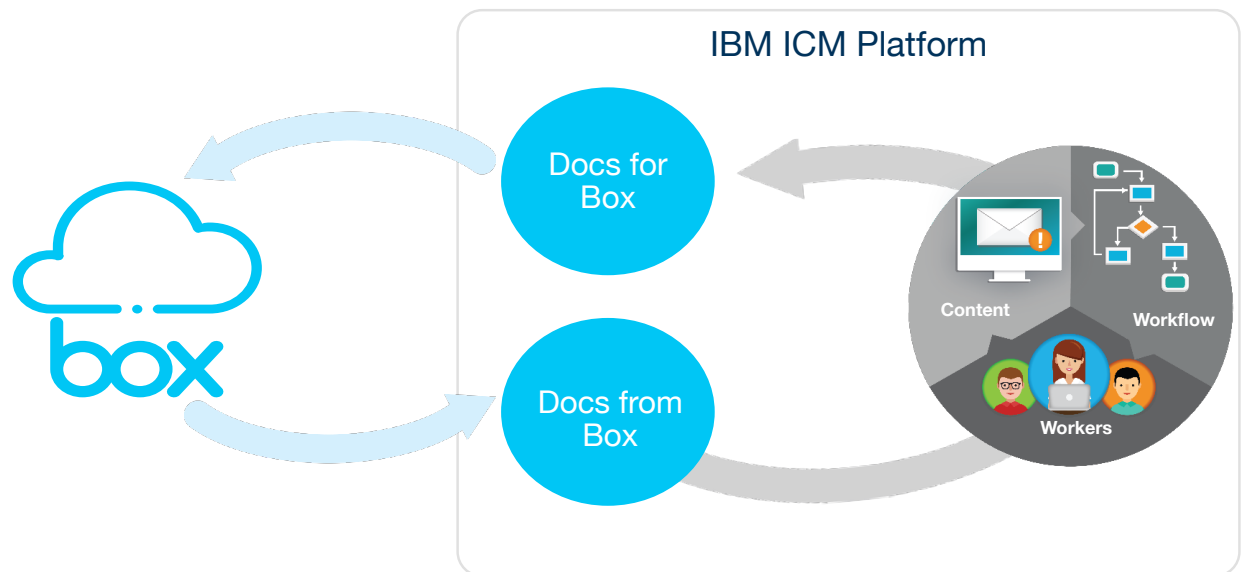
* Powered by IBM Watson

Case and Box: Collaboration Services Cloud-based Sync and Share



Ecosystem Collaboration delivers significant benefits

- ▶ Workers can request more information from external participants without leaving ICM environment
- ▶ Workers can deliver content to Box as a part of case work
- ▶ Workflow can be driven within Case environment instead of through folder structures in Box



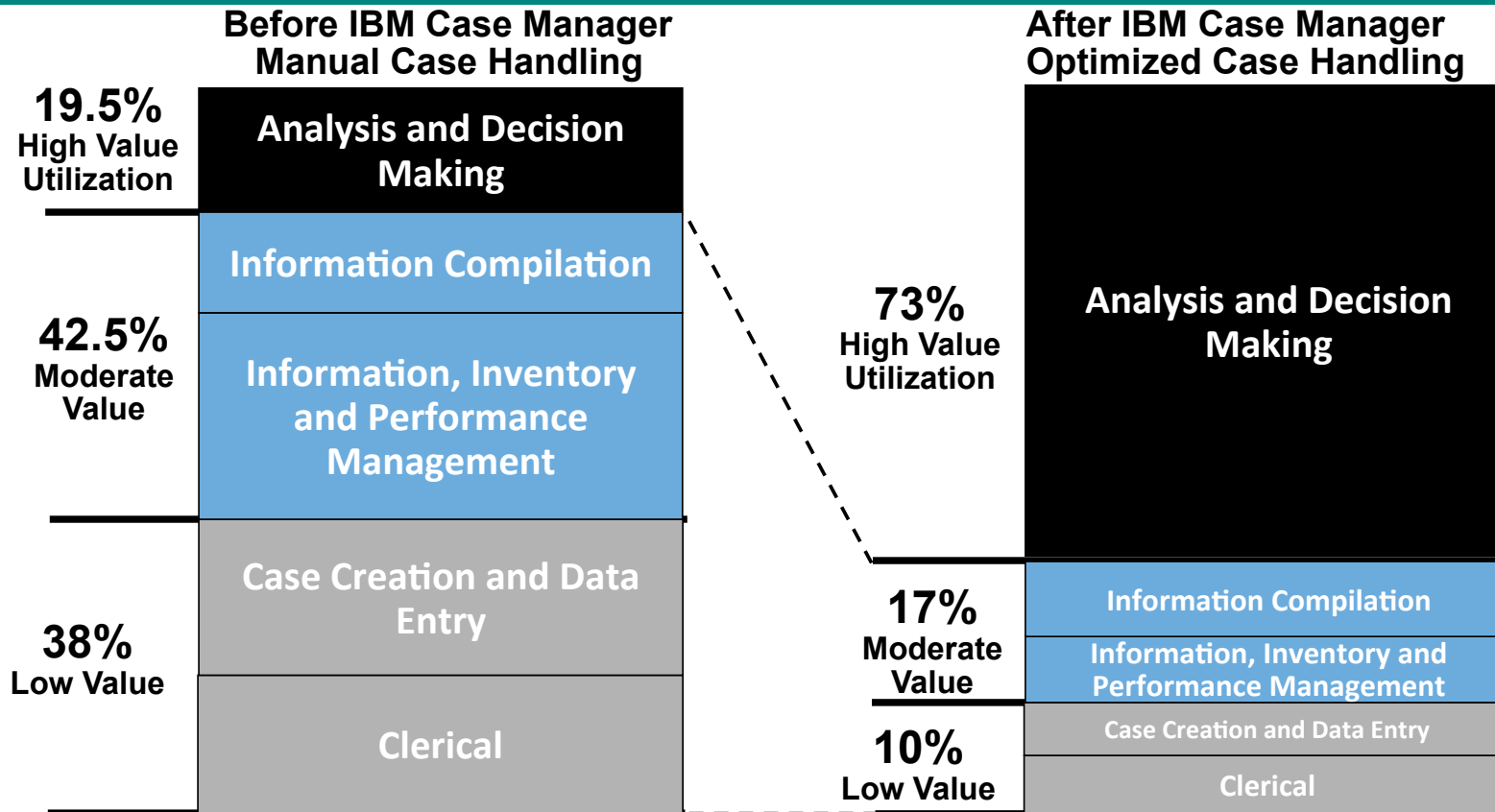
Mobile Access Services

Take The Office With You with ICM Mobile



- Act on insights from the palm of your hand
- Build face-to-face relationships with customers away from the office
- Turn field-workers into real-time experts
- Check on information when workers need it, trigger tasks, and remotely collaborate with colleagues
- Zero-code branding, theming, and MaaS360 integration
- No more “I’ll call you when I’m back at the office”.

Which leads to Efficient Resource Utilization



Rethinking the core of ECM with Intelligent Business Content Services

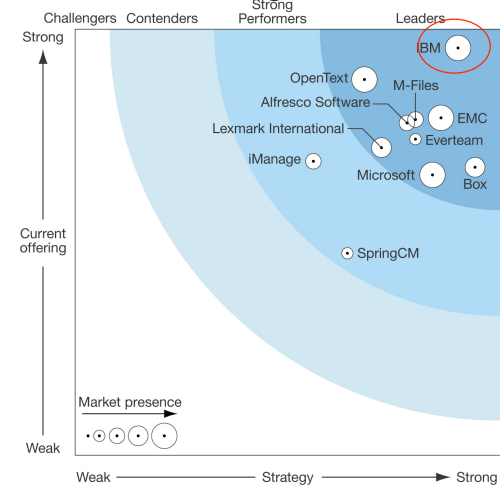
IBM is the market leading offering for content based workflows that require human decision making.

No other platform provides the leading capability set to meet the requirements of compliance heavy use cases where access to information, flexible workflow *and* records management is required.

IBM ECM Leader in Enterprise Content Management (ECM) Gartner - MQ



The Forrester Wave™: ECM Business Content Services, Q3 2015, August, 2015



감사합니다 Natick
Grazie Danke Ευχαριστίες Dalu
Thank You Köszönöm
Спасибо Dank Gracias
谢谢 Merci Seé
Obrigado
ありがとう