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Case Management

The NetU Solution for Successful Law Enforcement Information Exchange

Public Sector Solutions

Law Enforcement

Contents

THE CASE MANAGEMENT SYSTEM FOR INTERNATIONAL POLICE COOPERATION

NetU's Case Management System for International Police Cooperation (CMS) enables competent authorities to accelerate efficient law enforcement information exchange, through a modern information system that has been designed with effortless integration as its foundation, empowering officers in both their administrative and operational capacity.

The CMS supports the handling of cases according to the criminal intelligence cycle, comprising of the following steps:

- Receiving a request
- Evaluating the request based on its importance
- Responding directly if possible
- Delegating to the appropriate agency for operational handling
- Providing the requested information

CMS can be integrated with numerous international cooperation channels, as well as national databases, in order to provide the broadest possible access to information and can perform assessment, classification and distribution of information coming from the aforementioned sources.
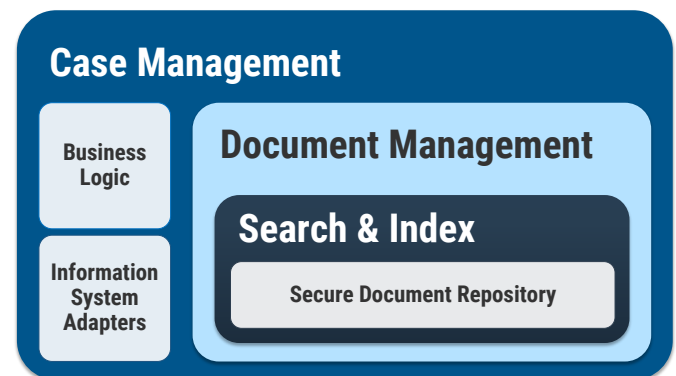
FEATURES

NetU CMS consists of the main Case Management functionality, which conducts and supervises the case workflow and is integrated with a Document Management component, handling all required document storage and processing.

The main Case Management component of the CMS includes both the business logic for managing cases and the required information system adapters that facilitate communication with international cooperation channels and national databases.
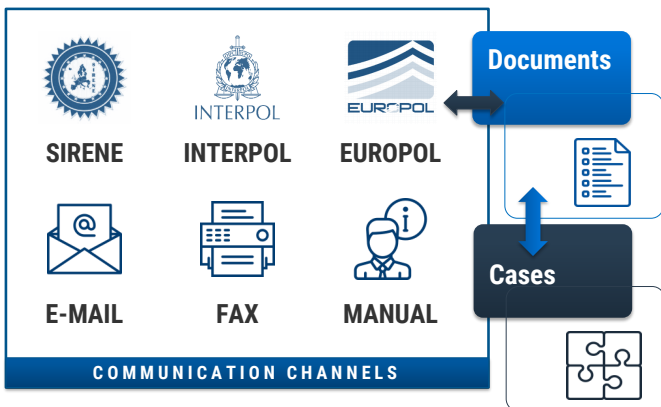
The Document Management component offers a secure repository, where documents associated with cases, including e-mails, images and fax messages, can be stored and retrieved with ease. A centralized optical character recognition (OCR) component allow textual information to be extracted from scanned documents and images in order to be available to CMS operators for searching. At the same time, a powerful search and indexing mechanism makes finding documents straightforward for all users.

DOCUMENT FLOW

Information requests can arrive to the CMS through multiple channels, including web services, scanned documents, e-mail and fax. In addition, it's possible that requests can be entered manually through the system's user interface.

Upon the reception of an information request in the unified inbox, the case recorder can performs a cross-check against previous cases that have been handled by the CMS. The request is then assigned to an existing case, or a new case is created and assigned a unique reference number, in order to prevent any misunderstanding. At the same time, the CMS offers rule-based prioritization of the case.

The case can then be assigned to a user for handling and responding directly if possible. This is achieved using the integrated search functionality, where the databases available to the CMS, including national and international sources, can be queried using the information received in the request in order to identify possible matches and reduce the time required for a response. In case that that the CMS operator is not able to provide a response, the case is delegated for operational handling to the appropriate national law enforcement authority.

Once the necessary information is collected, the CMS user can forward this information to the requesting authority and proceed with closing the case if the specified conditions have been met. A supervising manager can then approve the case status in order to complete the process.

COOPERATION CHANNELS

The CMS can be integrated with a variety of cooperation channels in order to ensure direct and timely exchange of information. Such cooperation channels include the National SIRENE Bureaux, INTERPOL National Central Bureaux and EUROPOL National Units.

Moreover, the CMS can receive requests from e-mail and fax channels, and automatically create digital documents of these requests, simplifying their association with a case and overall case administration.

SIRENE

CMS includes a native module for administering SIRENE Forms, covering all aspects of case handling related to SIRENE. For example, all types of SIRENE Forms can be created, sent and be associated with cases from the CMS's user interface without the need for an additional system.

Additionally, SIRENE alerts are received in the CMS Inbox and follow the unified case management document flow described above.

EUROPOL

CMS also provides interoperability with EUROPOL systems, allowing cases originating from SIENA to be handled using the common user interface offered by CMS.

NetU is closely monitoring developments in improving the National System Interface (NSI) to SIENA announced in the EUROPOL Work Programme 2016, in order to enhance interoperability and offer real-time integration between SIENA and CMS.

SECURITY

CMS offers robust security, integrating with existing authentication solutions for single sign-on and offering complete role-based access control for ensuring proper authorization through the lifecycle of each case.

All functional roles, including manager, operator and case recorder are included, ensuring that cases can be handled without interruptions or unnecessary permission dependencies, throughout each shift. Additionally, the case handling workflows provide a structured, secure way of successfully dealing with the ever-increasing number of cases.

System-wide auditing, including activity, access and search logging are offered by the CMS in order to ensure accountability and non-repudiation. Moreover, industry-standard encryption options guarantee information security and integrity.

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About NetU

NetU is a leading Information Technology solutions and services organization in the Eastern Mediterranean.

With presence in Cyprus, Greece and Serbia, NetU is recognized as a major Integrator in the region and has developed strong local and international activity.

NetU is specialized in Public Sector, offering solutions that cover the full spectrum of a public organization. Our extensive expertise in software, hardware and network technologies, combined with proven experience in project management and our in-depth knowledge of selected industries, make us able to provide complete solutions.

Our Experience

Selected solutions in the Public Sector include:

· Cyprus Police Computerization System

· Schengen II Information System for Cyprus, Greece and Croatia

· Financial Information & Management System for the Treasury Department of the Republic of Cyprus

· Social Insurance System and Public Employment Service Computerization for the Ministry of Labour and Social Insurance of the Government of Cyprus

· Asylum Service System, Integrated Town Planning System and the Department of Lands & Surveys Portal for the Ministry of Interior of the Government of Cyprus

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