

Wisdom
Radar



Wisdom
Avert



Wisdom
Discovery



Wisdom
Case Management



Wisdom – Case Management



Wisdom – Case Management

Introduction

Wisdom Case Management is a South African developed system and is a fully integrated suite of security management software with modular web-based solutions for incident management, investigations, and physical security operations.

Wisdom Case Management configures these modules to create a tailor-made security management solution for each customer's exact needs, in turn delivering industry leading ease-of-use, enterprise-wide visibility and a common operating picture from which risk can be visualized and managed, incident and case information documented and responded to, and people, property and assets continually protected with maximum efficiency.

It is available on the SaaS licensing model and accessible from any web browser, personal computer or mobile device.

Investigators globally are starting to move in the realm of the 4th Industrial Revolution, which brings to the fore its own set of challenges in finding uncomplicated electronic management solutions to better assist with detection, prevention and combating fraud and corruption.

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Benefits

Employee productivity and efficiency

Wisdom Case Management guarantees a more efficient, effective and cost saving solution for managing investigations. The software ensures accountability, strict adherence to investigative time lines, scheduling activities, mobility, safe storage of information, strict security levels and continuous interaction between investigators, team leaders and prosecutors; Wisdom Case Management prevents the loss of case information and with its inbuilt audit trail ensures meticulous record is kept of all activities on the system which is date stamped and unalterable.

24/7 Phone support

The software solution is available on any computer that has internet access. With the mobile phone or device, you can either use it for a call or to log in to the system to update information, create tasks, or live chat with a team member involved in the investigation of the case.

Improved mobility

Today everything is accessed via mobile devices, from [streaming videos](#), booking tickets, setting appointments to making payments. We created an app that is literally in the palm of your hands while in the field or in the office. This allows the investigator to create tasks, add cases or manage existing incidents 24/7.

A paperless investigation system

No need for a pen and paper, lever arch files or diaries. This software converts, uploads and manages voluminous, electronic files, documentary evidence, correspondence, tasking and case file diaries in an electronic format. Ensures easy conversion and team sharing of all uploaded information or evidence, into printable format if required for hard copy evidence files for litigation and or other purposes.

Easy preparation for court

The software system storage capability allows for structured export of required files/documents into printable format for hard copy case file printout and preparation. Wisdom Case Management allows for a secure electronic signature. The signature is used to validate or provide the identity of the person sending the documents, to ensure that the original document sent is unchanged.

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Benefits continue...

Easy work flow

In the investigation case management industry, there are tons of documents and multiple processes involved resulting in a heavy work load. Using an automated process, the CMS system guarantees a fast and efficient workflow. This increases productivity and reduces the number of hours spent on a case. Using the system, you can monitor the investigation flow from start to finish.

Private cloud solution

Wisdom Case Management provides a secure information technology service over a private IT infrastructure for the dedicated use by an investigation entity from a single to multiple users to fully manage, account and direct an investigation. Uploaded information and files are accessible any time, anywhere

Investigate people of interest

CMS allows users to capture persons of interest. This module ties cases, incidents, people and properties together by relationship or affiliation to 10 degrees of separation.

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Who uses case management systems

Law Enforcement

The Wisdom Case Management system eliminates the worry of lost files, evidence and statements. All cases and incidents will be captured under a unique case number and stored safely along with the evidence.

Internal Investigations

Wisdom Case Management ensures that teams in your company work efficiently together helping to keep track of internal cases and root out any fraud from within.

Private Investigators

Private investigating requires confidentiality of the utmost importance. With Wisdom Case Management you are the only one to have access to all of your information. Our investigative solution will also allow you to add people of interest, track locations, share relevant information and attach important documents to your case.

Forensic Companies

Science and technology go hand in hand. As a forensic investigator, you will be collecting important samples and data that need to be kept somewhere safe. Use Wisdom Case Management to create cases and repositories, and attach important files, store photos, evidence and documents.

Popular Solution for Law Firms

You've already got a case on your hands, so get rid of the paperwork? With the Wisdom Case Management, you can safely transport all your documents on your smart device. All relevant attorneys have 24/7 access.

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Why choose us

- Free 30-day trial
- Accessible via any browser, computer, or mobile device
- Complete freedom to use anywhere, anytime
- Investigations tracked and managed all the way through to resolution
- Set up and keep track of workflow and checklists
- Allows for coordinated responses to all types of incidents
- Departments and interveners are made aware of cases in near real time
- Ease of collaboration between departments and interveners
- Reduced turnaround times on case management resolutions
- Employee productivity and efficiency are easily measured
- Role based access control
- Included are the basic reporter app and advanced manager mobile app

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Features

- Address book
- Email within the software
- Live chat
- Static graphs
- Calendar
- GPS location maps
- Allocate a case
- Create a task
- Live reports
- Meeting manager
- Document repository

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Security

Data Security

Wisdom Case Management is delivered via Hypertext Transfer Protocol (HTTPS) for secure communication between the various client interfaces and Wisdom Case Management, encrypted by Transport Layer Security (TLS).

If there is damage to any portion of the database or front end due to disastrous failure – such as a disk crash, the recovery method restores a past copy of the database and/or source code that was backed up to archival storage

Physical Security

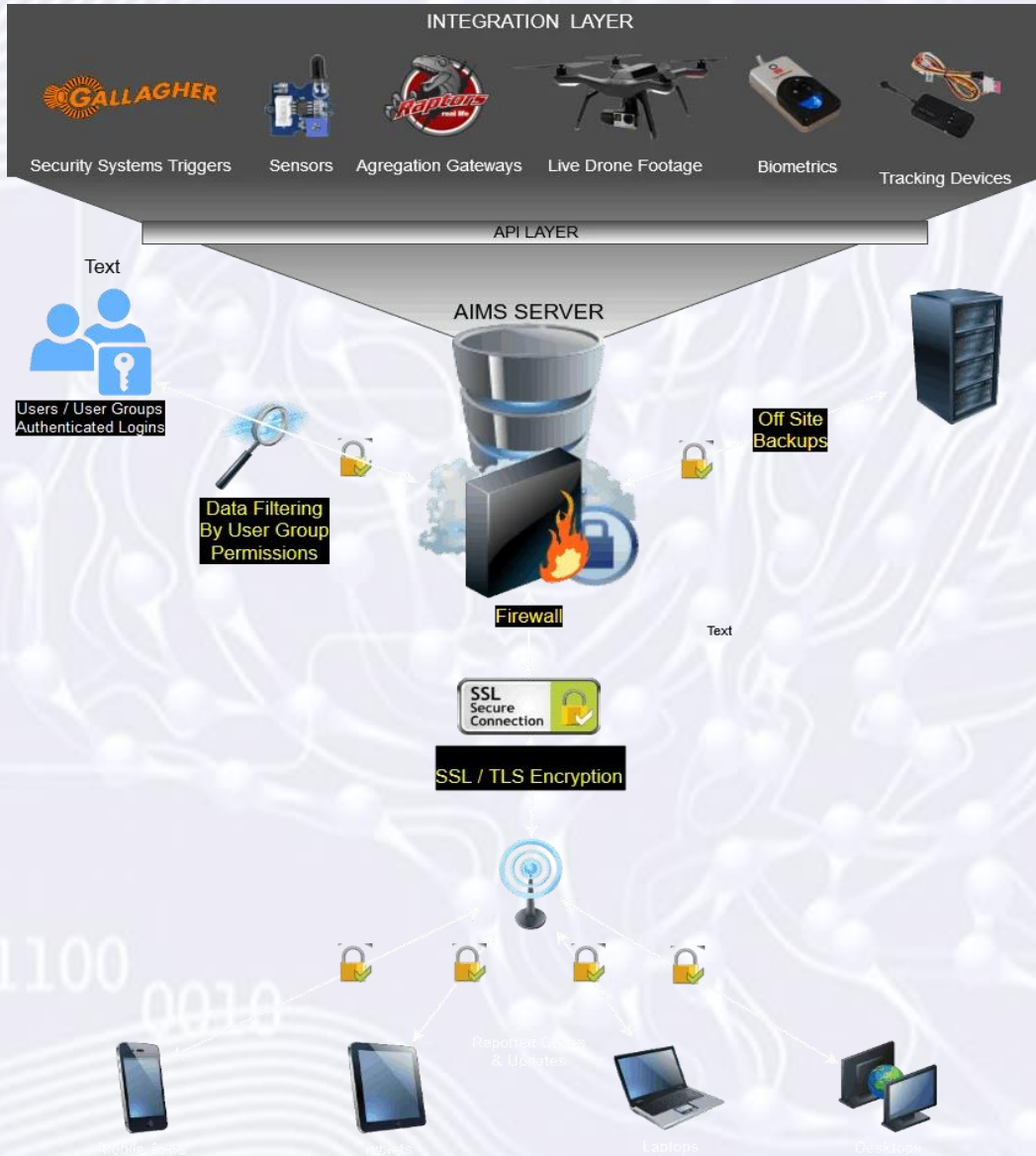
Wisdom Case Management is hosted by [Digital Ocean](#). Their data centers are co-located in some of the most respected datacenter facility providers in the world. They leverage all of the capabilities of these providers including physical security and environmental controls to secure their infrastructure from physical threat or impact. Each site is staffed 24/7/365 with on-site physical security to protect against unauthorized entry.

Security controls provided by their datacenter facilities includes but is not limited to:

- 24/7 Physical security guard services
- Physical entry restrictions to the property and the facility
- Physical entry restrictions to their co-located datacenter in the facility
- Full CCTV coverage externally and internally for the facility
- Biometric readers with two-factor authentication
- Facilities are unmarked as to not draw attention from the outside
- Battery and generator backup
- Generator fuel carrier redundancy
- Secure loading zones for delivery of equipment

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Security



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Infrastructure Security

[DigitalOcean's](#) infrastructure is secured through a defense-in-depth layered approach. Access to the management network infrastructure is provided through multi-factor authentication points which restrict network-level access to infrastructure based on job function utilizing the principle of least privilege. All access to the ingress points are closely monitored and are subject to stringent change control mechanisms.

Systems are protected through key-based authentication and access is limited by Role-Based Access Control (RBAC). RBAC ensures that only the users who require access to a system can login. They consider any system which houses customer data that they collect, or systems which house the data customers store with us to be of the highest sensitivity. As such, access to these systems is extremely limited and closely monitored.

Additionally, hard drives and infrastructure are securely erased before being decommissioned or reused to ensure that your data remains secure.

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Contact us

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