



## Case Solve

Kick into high gear  
End-to-end Investigation  
and Compliance Case  
Management Solution



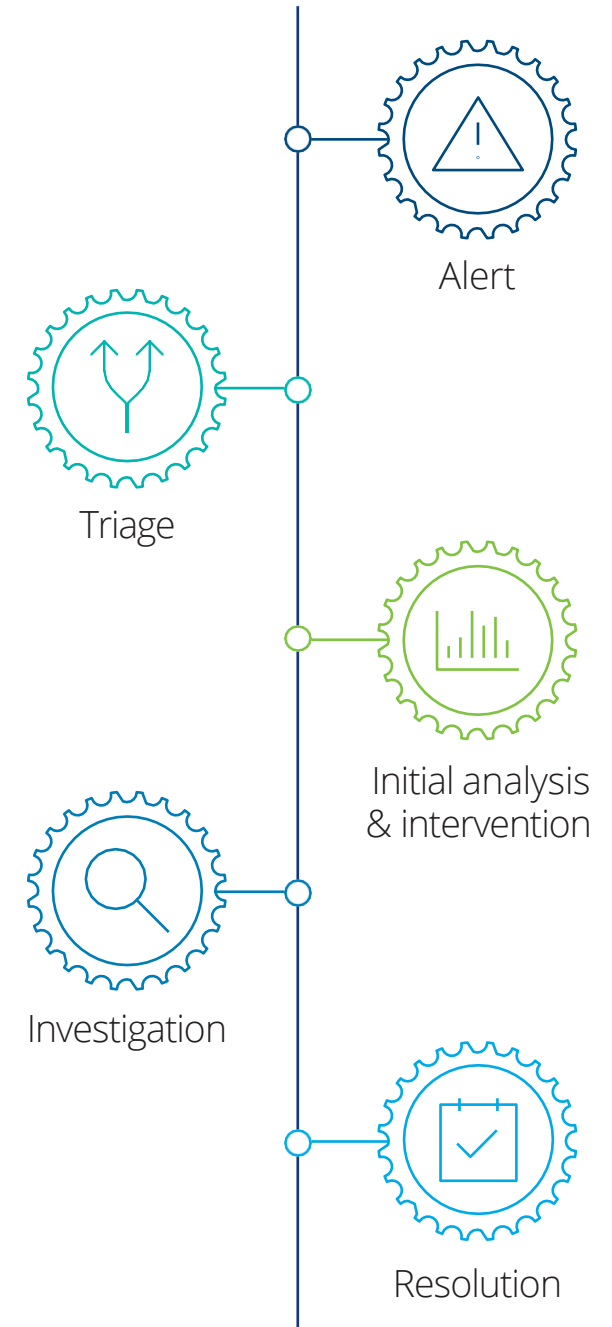
Case Solve is a custom-built ServiceNow application that leverages Deloitte Forensic's deep investigation and technology experience to provide an end-to-end investigation and compliance case management solution.

Many organizations are dealing with large volumes of alerts, complaints and allegations for a variety of integrity issues including bullying, data breaches, harassment, health and safety, and fraud. Investigation and compliance matters are often being managed in spreadsheets or using dated systems, which makes it difficult to manage risk, quality and efficiency around what can often be sensitive and resource intensive matters.

Case Solve is a digital solution that improves insight, efficiency and risk and quality management of the end-to-end investigation and compliance process.

## Case Solve

Workflow



# Key Features



## Case Notes

Record call notes, meetings, and other communications about a case.



## Case Plans

Record the tasks to be completed, assign responsibility and due dates and help drive consistency and quality across all cases.



## Case Risks

Maintain an ongoing risk register for each case, complete with risks and mitigations



## Evidence Log

Track all documents and other items collected on a Case such as custodian, collection date, status and location of items.



## Interviews

Track all details relating to interviews such as interviewee, interviewers, legal/support people, status, location, date and time.



## Referrals and Outcomes

Track all referrals and the outcomes of these referrals..



## Knowledge Base

An easy way to store, manage and share knowledge content throughout your team.



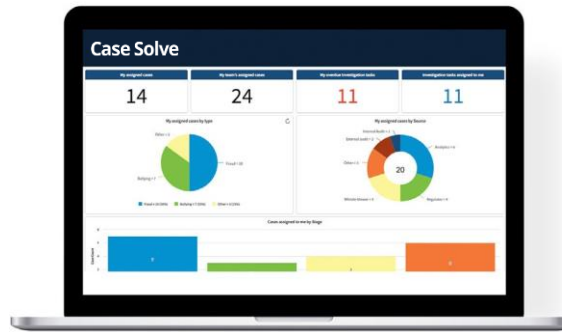
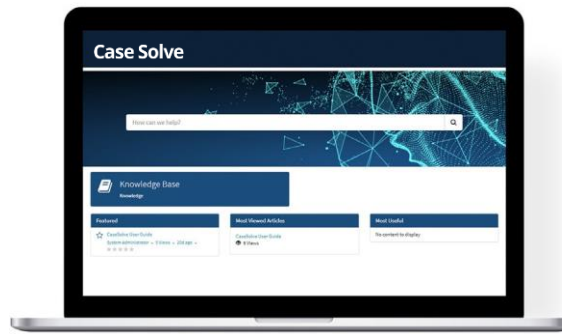
## Notifications

Automated notifications can be sent from Case Solve so people are alerted to activity or to take action as required.



## Reporting and Dashboards

The reporting and dashboards help drive performance, with key performance indicators able to be tracked in real time.



## Case Solve improves:

- **Insight.** Case Solve's dashboard and reporting enables management to better understand what types of issues and/or teams are triggering the need for investigation, so that management can identify issues earlier and address problems at source. The dashboards and reporting can also be used to answer questions from the Board and/or regulators that are often not easily addressed without a single digital platform.
- **Efficiency.** Case Solve provides an efficient way to triage alerts, so that the organization's limited investigation and compliance capacity is being prioritized and applied to the issues that matter.
- **Risk and quality management.** Case Solve has standardized investigation and compliance workflows, so you can be confident that matters are being completed in a more consistent manner so they are better placed to withstand downstream scrutiny.

# Deloitte Contacts



## Deirdre Carwood

Partner, Ireland – Head of Forensic

Deloitte Ireland LLP

[dcarwood@deloitte.ie](mailto:dcarwood@deloitte.ie)



## Jason Weir

Partner, New Zealand

Deloitte Limited (as trustee of the Deloitte Limited Trading Trust)

[jasweir@deloitte.co.nz](mailto:jasweir@deloitte.co.nz)



## Mike Weil

Managing Director, US

Deloitte Financial Advisory Services LLP

[miveil@deloitte.co.nz](mailto:miveil@deloitte.co.nz)



## Dom Salmon

Director, New Zealand

Deloitte Limited (as trustee of the Deloitte Limited Trading Trust)

[domsalmon@deloitte.co.nz](mailto:domsalmon@deloitte.co.nz)



## Neha Mishra

Specialist Senior Lead, New Zealand

Deloitte Limited (as trustee of the Deloitte Limited Trading Trust)

[nimishra@deloitte.co.nz](mailto:nimishra@deloitte.co.nz)

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited (DTTL), its global network of member firms, and their related entities (collectively, the "Deloitte organization"). DTTL (also referred to as "Deloitte Global") and each of its member firms and related entities are legally separate and independent entities, which cannot obligate or bind each other in respect of third parties. DTTL and each DTTL member firm and related entity is liable only for its own acts and omissions, and not those of each other. DTTL does not provide services to clients. Please see [www.deloitte.com/about](http://www.deloitte.com/about) to learn more.

This document contains general information only and Deloitte is not, by means of this presentation, rendering accounting, business, financial, investment, legal, tax, or other professional advice or services. This document is not a substitute for such professional advice or services, nor should it be used as a basis for any decision or action that may affect your business. Before making any decision or taking any action that may affect your business, you should consult a qualified professional advisor.

Deloitte shall not be responsible for any loss sustained by any person who relies on this document.

Copyright © 2024 Deloitte Development LLC. All rights reserved.