CMTS (Secure Case Management System) – Streamlined Investigative Case Management System

Speaker: Welcome to a closer look at our case management and tracking system CMTS. Today we are focusing on three features that set CMTS apart.

Number one CMTS is exceptionally configurable, allowing for tailored workflows, process automations, and granular reporting. Number two CMTS is built specifically for investigative teams that need to meet extensive regulatory requirements. We go beyond just software, bringing your team or specialized knowledge of best practices and ongoing feature improvements garnered from numerous other investigative agencies.

CMTS meets the industry standards for data security with both on-premise and cloud hosted options available to meet your agency's security requirements. We submit to regular third party audits for FedRAMP and SOC two.
First. Configurability. CMTS offers class leading configurability. You are in control of your system and your agency can easily modify workflows, role-based permissions, document management, scheduling records, security audits, and more. Notifications and automation save you time and keep tasks from falling through the cracks. Notifications are a core part of the CMTS advantage. This can be time-based or action-based, and we'll also send as an email. CMTS comes with many helpful notifications and our experience team will help you set up any agency specific notifications you desire.

Stay on task. Workflow tasks are automatically generated based on user workflows and notifications. Workflow tasks are extremely collaborative and help your team work together efficiently and ensure tasks are completed on time and by the right person.

CMTS can gather complaint submissions directly from your website. We provide an intuitive user friendly complaint form, and user complaints are automatically brought into the system. If you approve the complaint, CMTS fills out the complaint form for you.

Secondly, we know our users. CMTS has been developed specifically for the government investigative community for over a decade, and that is where our focus remains. Thousands of federal, state and local investigators rely on our product each day to efficiently and securely manage their case workflows and meet their data reporting needs.

Everything about CMTS has been fine tuned to maximize your time and streamline your workflow processes. We work closely with our customers to ensure best practices and stay current with community reporting needs. Dashboards are personalized for each user and user specific reports are configured and saved for immediate reporting.

Whether you are replacing an existing case management system or implementing a system for the first time, CMTS is the perfect solution for your agency. We bring a tremendous amount of experience to our onboardings and we will recommend best practices and configurations for your processes. We have a thriving relationship with the investigative community and we stay current with case management methods and techniques.

Finally, CMTS is the secure solution for your case management data. We have earned the most stringent compliance certifications, including SOC two and FedRAMP. Our users trust us to provide the highest level of security, and we are proud to host the CMTS system from many of our customers. If you would benefit from a secure cloud-hosted solution, please ask about our hosting option. These choices set CMTS apart from other solutions in the marketplace, and they are the reason that CMTS is the most used case management system by federal IG offices. Reach out today for a personalized system demonstration.