



MICROPACT®

S O F T W A R E
S O L U T I O N



Inspector General Investigations

Powered by

entellitrak

Pre-configured for Compliance Flexible for Extensibility

Ensuring that an Inspector General (IG) can examine the internal operations of government agencies, military organizations, military contractors, or civil groups requires a robust case management system. An IG investigation can focus on employee misconduct or unethical behavior; fraud, waste, and abuse; gross mismanagement; procurement or contract fraud; misuse of government property or equipment; or violations of laws and regulations.

As an enterprise Case Management and Business Process Management (BPM) COTS platform, entellitrak supports a broad spectrum of investigative processes — including case intake, decision to investigate, referral to another authority, and closure — as well as explicit agency, regulatory, and business requirements.

Many IG offices investigate and handle cases at the local level while a central HQ remains responsible for oversight of multiple offices. Without a standard centralized case management system, this process can be cumbersome. entellitrak provides an established case management tracking platform that can be configured to meet specific requirements.

entellitrak supports a variety of IG organizations, including those with a single IG inspector, division-level IG supervisors, and enterprise-wide IG Program Managers. The platform is designed using open standards, open architecture, and platform independence, all of which combine to provide extensibility, interoperability, and portability to any size enterprise. An in-house IT staff can rapidly modify entellitrak to match an organization's needs, reducing implementation time and cost. Moreover, entellitrak is flexible enough to be used as a stand-alone system or as a component within an existing IG program.

Key Pre-configured IG Processes

- » Hotline / Case Intake
- » Decision to Investigate and Case Assignment
- » IG Investigation Process
- » Case Closure (IG Determination and Recommendation, rate of respective substantiated/ unsubstantiated findings, types of recommendation, total processing days, costs, etc.)
- » Semi-annual and annual reporting

entellitrak Modules

- » Document Management
- » Analytics
- » efile (External User Portal)
- » escan (Direct Document Scanning)
- » Mobile

Includes Targeted IG Summary Reports

entellitrak adheres to the complex rules and regulations that drive Inspector General inquiries, policies, and procedures, enabling organizations to quickly and accurately process investigations.

This entellitrak template includes numerous IG summary reports that can be created by different users based on defined roles and access to the system. Reports include:

- List Cases Opened/Re-opened/Closed
- Identify Individual Office/District/Region IG Cases
- Track Individual IG Cases at each Stage
- List Allegations
- Identify Cases Assigned to Special Agents
- Determine Case Qui Tam Status
- Summarize Determinations, Referrals, and Recommended Remedies
- Semi-annual Data Calls
- Ad Hoc Reports

Additional report formats can be easily configured to meet the need to track against federal initiatives.

By using entellitrak, IG offices are able to:

- Accelerate investigation processing times
- Reduce the cost of processing investigations
- Automate workflow and unite disjointed information
- Provide visibility into an entire IG program via a secure, web-based interface
- Remain flexible to changing requirements without changing code

Clients

These organizations along with several in the intelligence community are among those that have entrusted their Inspector General Investigation programs to entellitrak.



FREE Prototype Offer

The best way to understand entellitrak is with a prototype.

Contact us for a presentation and demonstration.

703.709.6110 sales@micropact.com

Once we confirm that entellitrak is an appropriate solution, we can build a custom prototype based on a process of your choosing.

SOFTWARE THAT THINKS LIKE YOU DO.

MicroPact is a wholly owned subsidiary of Tyler Technologies, the largest company in North America dedicated to providing software for the public sector, including federal, state, and local government. Tyler is a nationally recognized provider of integrated system solutions and professional services and serves clients in more than 21,000 installations across 10,000 state and local government locations in all 50 states, Canada, Puerto Rico, the United Kingdom and Australia, as well as more than 200 U.S. federal agencies. Acquired by Tyler in February 2019, MicroPact has focused for more than four decades on delivering powerful, adaptive, commercial off-the-shelf (COTS) solutions to the public sector. Today, MicroPact products serve 49 U.S. states and 97% of federal agencies with 500 or more employees. Tyler has more than 21,000 successful installations across 10,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. A financially strong company, Tyler has achieved double-digit revenue growth every quarter since 2012. It was also named to Forbes' "Best Midsize Employers" list in 2018 and recognized twice on its "Most Innovative Growth Companies" list. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at tylertech.com.