Thomson Reuters Case Tracking

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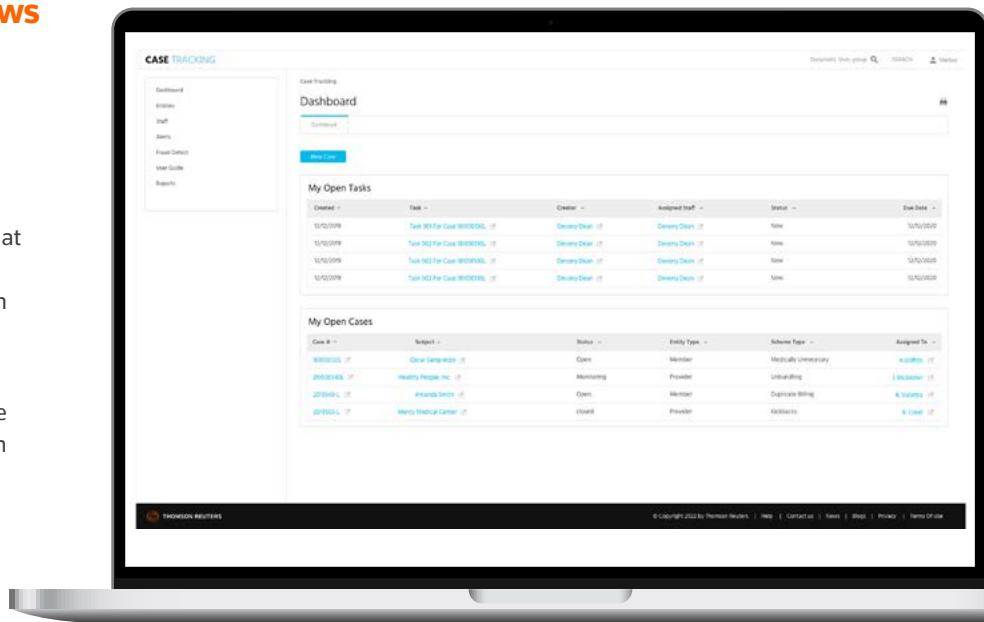carah.io/ThomsonReutersContracts

Thomson Reuters Case Tracking

Manage complex caseloads while preventing fraud within your program

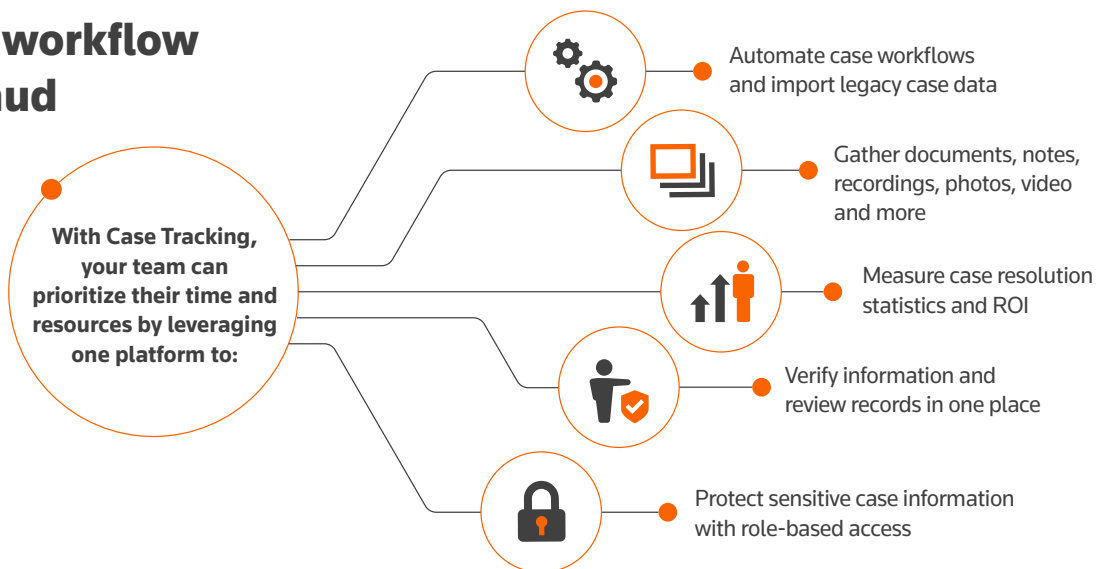## Integrated data to simplify workflows

As budgets have grown tighter and infrastructural challenges have mounted, agencies need to maximize internal resources and align workflow processes to streamline high-volume workloads.
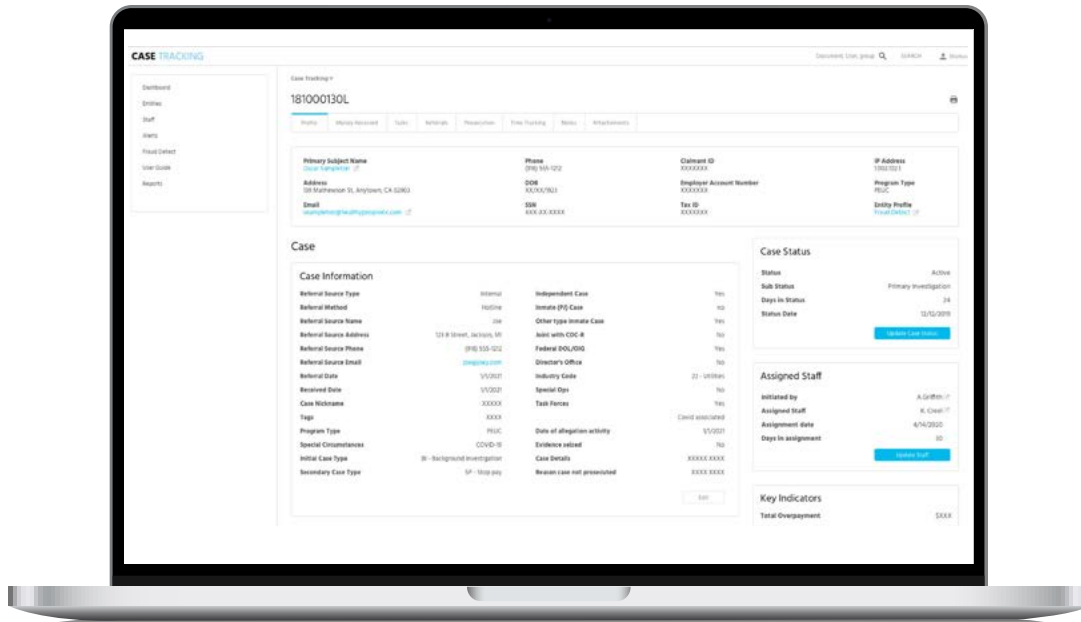
Thomson Reuters® Case Tracking is a fully integrated investigative, case tracking and management system that imports cases from Thomson Reuters® Fraud Detect or other internal sources to assign and route cases through your resolution process.

Easily convert leads into cases and import all relevant details from the integrated fraud detection system. Case resolution statistics are fed back into the fraud detection system for improved analytics.

Streamline your case management workflow to improve fraud detection

With Case Tracking, your team can prioritize their time and resources by leveraging one platform to:

- Automate case workflows and import legacy case data
- Gather documents, notes, recordings, photos, video and more
- Measure case resolution statistics and ROI
- Verify information and review records in one place
- Protect sensitive case information with role-based access

THOMSON REUTERS®

Time tracking

Our robust time tracking and reporting system, allows staff to document case and non-case hours. See daily, weekly and monthly case work distribution and goals for each staff member at a glance.

Flexible workflows and approval

Customize investigation workflows and approval hierarchies to support your current processes and move cases to resolution.

Comprehensive reporting

Automatically generate reports for investigator productivity and case progression. Create and submit required agency, state, and federal reports.

To learn more about how Case Tracking can help efficiently manage your caseload, visit: tr.com/case-tracking

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