The SEC's Solution Innovation Partner (SIP) program evolved to help security practitioners expedite choosing a trustworthy risk mitigation vendor with confidence given the myriad of possible options in the marketplace. Proven Solution Innovation Case Studies help to evaluate performance claims and differentiate security solution providers for business outcomes including risk mitigation, return on investment, and security assurance.

This Solution Innovation Case Study demonstrates Kaseware's innovative capabilities in collecting, analyzing, managing, and disseminating intelligence to law enforcement and corporate security personnel. With Kaseware implemented, the organization was able to significantly increase the effectiveness of its Security team, resulting in greater productivity and efficiencies. Through working with Kaseware, the organization is now able to offer its intelligence capabilities as a service to both public and private organizations resulting in significant reductions in risk and increased compliance.

Risk Issues and Mitigation Opportunities:
1. A platform was required that could provide scalable and flexible types of case management capabilities, as well as a method for conducting robust and rapid link and timeline analysis.
2. Provide one cost-effective solution to intelligence between law enforcement agencies. The environment was saturated with solutions that were either cost prohibitive and/or required downloading programs and applications into existing IT bureaucracies.
3. Associate data intuitively, immediately and valuably between different cases and investigations. The client needed a system that would "connect the dots" when data is entered into a case, with forward-looking continuity when new cases and new data are created. These features were crucial to facilitate interdiction and case closure within an operationally relevant timeframe.
4. Aggregate multiple data sources under one pane of glass so that the client could see a comprehensive view of all data. This enabled analysts and stakeholders to rapidly identify and assess connections between cases, for effective and efficient case management.

Solution Requirements:
- Allow for both automatic and ad hoc link analysis to be conducted within a case management system.
- Enable sharing of information, data, and intelligence cross jurisdictionally within a single platform, while also being able to configure custom access controls to specific data points and types.
- Provide cloud-based solution to allow for access regardless of geographic location.
- Reduce duplication of data through alerts and a verification system upon the entering of an entity into the system.
- Affordable and ROI-capable solution for multiple agencies working in extremely resource constrained environments.
- Provide easy to use, and intuitive user interface.
- Permit the inclusion of other data sources through application programming interface (API), data ingestion, bulk import, and data migration tools.

- Customizable dashboards and visualizations must be included and configurable.
- Expedite responsive to customer support and training needs.

Delivered:
- Commercial off the shelf SaaS based platform that met requirements.
- Data security compliance with end user requirements and multi-factor authentication.
- Ability for end users to automatically connect and collaborate about information on elements of related cases.
- Customer success enabled by excellent initial training and follow on support when needed.
- Continuous collaborative improvements with minimal system downtime. Feedback on the product was always welcomed and many new features the client requested were quickly implemented.
- Ability to tailor case management system to agency and individual specific needs using highly configurable and commercial off the shelf administrative tools that allow seemingly unlimited customization of the system.
- An effective, automated, and intuitive solution with built-in, easy to use link analysis solution.
- Enhanced ability to bulk upload, import and integrate relevant information and entities from documents, third party systems and structured data sets.

Outcome and Benefits of Service Including ROI:
- Improved mission performance and risk outcome mitigation efficiency by reducing the average time it took analysts to develop a complete investigation and intelligence report from 22 days (528 hours) to 6 hours.
- Enabled multiple stakeholders from different agencies and organizations, two different geographic areas to instantly collaborate and connect disparate cases to each other, resulting in many hours of time saved by eliminating manual queries and collaboration efforts.
- Forward-looking full functionality of the platform was a multi-million-dollar cost saving versus the competition.
- Improved information sharing and investigative inputs between law enforcement and nonprofit agencies under public private partnership model.
- Develops and evolves a continuously improving case management system updated information and provide additional actionable intelligence.
- APIs allowed additional social media information to be gathered to validate and analyze findings of an investigation resulting in significant reductions in time spent collecting intelligence.
- Saved hundreds of hours per year, per analyst by providing the ability to bulk upload information and immediately conduct link analysis in the data set.
- Saved time and delivers information in multiple forms allowing for improved briefing and understanding by decision makers.

End User Quote - "Closing the gap between the end user and our programming engineers is priceless."

SIP Case Study Authentication Process

This process was overseen by a Security Executive Council subject matter expert with 25+ years of experience in developing and leading people and asset protection programs as a trusted security advisor for global, multinational organizations. End-user authenticated August 2020.

Note: The Security Executive Council's Solution Innovation case study represents a snapshot in time to demonstrate a solution to a specific-organization's issue. End-user diligence, trial and measurement are strongly recommended for any contemplated risk mitigation activity.

A General Comparison of Competition

Client Service/Resource Attributes or Capabilities	Kaseware	Company "A"	Company "B"	Company "C"	Company "D"
Automatic and continual link analysis between data points	Yes	No	Yes	No	No
Included Optical Character Recognition and Full Text search	Yes	No	No	Yes	Yes
Enterprise level case management solution	Yes	No	No	Yes	Yes
Enterprise level Business Process Management solution	Yes	No	No	No	Yes
Custom form, workflow and access control tools included	Yes	No	No	Yes	Yes
API integrations to Open Source Intelligence sources	Yes	Yes	Yes	No	No
Deep and Dark web real time monitoring	Yes	Yes	No	No	No
Entity extraction through structured and unstructured data	Yes	No	Yes	No	No
Automatically generated timeline analysis	Yes	No	No	Yes	No
Integration to PowerBI and other business intelligence tools	Yes	No	No	No	Yes
Configurable dashboards included	Yes	Yes	No	Yes	Yes
Intuitive and modern user interface	Yes	No	Yes	No	No
Cloud Hosted SaaS solution	Yes	No	No	Yes	Yes

Client Available Capability	Pre - Prior Year	Year One
Enterprise level case management capabilities	NO	YES
Deep, Dark Web and Social Media searching directly within a case	NO	YES
Custom form design and reporting capabilities	NO	YES
Automatic and manual link analysis capabilities	NO	YES
Ability to view multiple data sources in a single aggregate data analytics and case management solution	NO	YES

See case study examples and learn more about the SIP Program here:
https://www.securityexecutivecouncil.com/about/solution_innovations.html