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 Practice Case Studies help evaluate performance claims and differentiate solution providers for business outcomes including risk mitigation, return on investment, and security assurance.

This case study demonstrates how Verensics' innovative solution equips companies to streamline their internal workplace investigation process, so that they can close cases faster, minimize work disruption, reduce expenses, better protect brand, and improve the interviewee experience.

Risk Issues and Mitigation Opportunities:

The Office of the State Inspector General (OIG) investigates fraud, waste, abuse, and corruption in the executive branch of state government. They accomplish their mission with a lean staff of attorneys, auditors, and seasoned investigators. Currently:

- They are often challenged with handling many cases, including conducting the many interviews required to investigate those cases, with limited resources
- The heavy demand for their services requires them to triage cases at times to focus on the most serious.
- Cases may drag on for several months or a year, affecting the ability to have a timely and impactful outcome.
- The agency's limited resources impact its ability to expend significant time on anonymous complaints that do not provide enough information to thoroughly investigate. In those cases, it is possible OIG cannot substantiate wrongful activity which may allow the bad actor(s) to continue the activity. This significantly impacts agency culture since other employees are often aware of the activities and notice when there is no recourse for unethical behavior.

Solution Requirements:

When OIG receives an anonymous complaint that provides limited information for investigation:

- Technology is required to scale the human element to conduct more interviews in a shorter amount of time, save travel costs, and provide proper documentation.
- The agency also wanted to save time for the interviewer, witness, and interviewee.
- An effective solution required a technology that essentially mimics an experienced investigator's interview capabilities.

Delivered:

The agency used the Verensics Investigative Platform to respond to a complaint received through their anonymous tip line.

- Due to the serious nature of the allegations and the anonymity of the reporting party, the agency estimated that nearly 80 employees needed to be interviewed.

- Within 24 hours, the agency was able to identify the employees that they needed to interview, and through the Verensics platform, send links via email for employees to complete the Verensics survey online.
- Partnering with the agency's Information Security department, Verensics ensured that emails sent would not be rejected by the organization's information systems.
- Within a two-week period, all the employees completed their online interview. The agency successfully closed the case in four weeks and did not identify any evidence of wrongdoing.

Outcome and Benefits of Service Including ROI:

The agency was able to:

- Investigate a case that they otherwise would have needed to triage or hire outside investigators.
- React quickly to a serious concern reported to OIG, improving employee morale and confidence.
- Using the software, 80 employees submitted their interview responses within a two-week period (which would have taken months and all staff on board using traditional interview methods).
- Using the Verensics software to help interview 80 employees, the software highlighted 12 employees who needed a follow up interview with an agency investigator. Since the software generates a report for each interview which shows responses indicative of possible deception, it provided an efficient and automated documentation, which guided the follow up interview.
- Due to its electronically virtual nature, the tool was easily deployed to office and work-from-home staff.
- Closed the case quickly with more confidence that wrongdoing was not occurring.
- The accused employee came forward (without prompting) to the affected agency's General Counsel to ensure compliance with the agency's conflict-of-interest guidelines.
- The hourly cost of an interview is conservatively $360, (i.e., interviewer - $100, Legal/HR support - $200, and interviewee - $60), not including travel costs and expenses. OIG estimates over 1,000 hours saved.
- OIG Leadership's confidence in the efficiency and effectiveness of this investigative process improved from a 1 out of 10 before to 8 out or 10 after implementation.
- Travel time and expenses for the Verensics round of interviews was effectively zero.
- The affected agency was impressed by the process and were interested in using the survey agency-wide as part of their risk assessment to gage where they needed to focus efforts for improvement in a large agency.

End User Testimonial - "We experienced a wave of relief partnering with Verensics… [the tool enabled] more due diligence than we had resources for…" **Jenna Wiese, CPA, CFE, Office of the Inspector General, State of Georgia**

SIP Case Study Authentication Process

This process was overseen by a Council Faculty member with 20+ years of experience in developing and leading people and asset protection programs as trusted security advisor for global, multinational organizations. Client end-user authenticated April 2022.

Note: *The Security Executive Council's Solution Innovation case study represent 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	Verensics YES/NO	Company A YES/NO
Online automated, adaptive questionnaire powered by rules-based AI	YES	NO
Capture admissions of involvement relevant to workplace investigations	YES	YES – Paper based
Capture ethical attitudes toward criminal behavior and misconduct at work	YES	YES – Paper based
Capture observations of criminal activities and misconduct at work	YES	YES – Paper based
Subscription based SaaS model with unlimited interviews	YES	NO
Flags attempts to fake answers, conceal information, or evade a topic	YES	NO
Algorithmic evaluation of physical and cognitive performance indicators	YES	NO
Dynamic questionnaire adapts follow up questions based on performance	YES	NO
Presents real-time feedback and warnings to interviewees based on performance	YES	NO
User defined investigation focus	YES	NO
Capability to customize new investigation topics	YES	NO
Investigation dashboard highlights interviewees with admissions and observations	YES	NO
Cloud-based	YES	NO
Results available immediately	YES	NO
Present company/agency specific tailored message to test takers	YES	YES – Paper based
Interviewee may complete questionnaire remotely or on site	YES	YES – Paper based
Supported on mobile devices	YES	NO

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