

The Guide to Evaluating Case Management Solutions



Table of Contents

03 Enhancing Your Case Management Process

[Read Now →](#)

04 Current Case Management Challenges and Risks

[Read Now →](#)

06 Functionality to Look for When Evaluating Case Management Vendors

[Read Now →](#)

10 Articulating the Benefits of Improved Case Management

[Read Now →](#)

11 A Framework for Gaining Buy-in and Budget Approval

[Read Now →](#)

14 Get Started With Ontic's Incidents, Investigations, and Case Management

[Read Now →](#)

Enhancing Your Case Management Process

Managing security investigations is critically important work in any organization. You're responsible for actively mitigating risks, reducing the impact of incidents, and keeping people and assets safe amidst rising threat activity.

If you're like most security leaders today, you're forced to manage and facilitate your work with a pieced-together system of existing tools, such as documents, spreadsheets, and project management platforms like Jira or ServiceNow. Or you're leveraging simplistic case management tools or even custom solutions built by your IT team.

If this sounds familiar, you may also encounter limitations in your work. With less sophisticated case management tools, you might find restricted ongoing case monitoring, inadequate integration with research tools, insufficient customer support, and more. If you're currently using a system of pieced-together tools, you waste time on manual, redundant work and often miss details that are necessary to provide the full picture of a case.

Even with your best effort, you know your current setup isn't working, and you probably think it's time to modernize. However, when it comes to modernization, it's not always obvious what your team needs in a solution. And even if you do know, it's difficult to advocate for buy-in and secure budget.

We put together this guide to walk you through what to look for in an advanced case management solution and arm you with the strategies you need to get support and advocate for budget allocation. We'll cover:

- ✓ **Why many of today's case management tools leave your organization vulnerable**
- ✓ **What to look for in a purpose-built case management solution**
- ✓ **The benefits of leveraging a purpose-built case management solution**
- ✓ **How to advocate for purchasing approval and budget allocation**

Current Case Management Challenges and Risks

Leveraging the right case management solutions helps you optimize efforts across the organization and within your team and improve the outcomes of your work. However, ill-equipped technology can lead to opposite results and unintended consequences, undermining the effectiveness of even your best efforts.

You're probably familiar with these challenges because you live them day in and day out. Still, it's important to understand the consequences of not addressing these challenges when advocating for modernization.

Understanding the outcomes of your day-to-day challenges

If you're experiencing any of the below "current state" pain points, you risk experiencing the following consequences if you don't push for investment in modern solutions:

Current state	⚠ Negative consequences
Disparate research data	You waste time manually conducting research via sources like public court records or adverse media in separate systems, extending the time it takes to resolve cases.
Disconnected intelligence	Blindspots are created, leading to missed threats and greater incident impact.
Lack of cross-departmental transparency	Important stakeholders like HR, IT, and Legal are not operating with the same information, hindering cohesive decision-making.
Delayed case resolution	People and assets are at risk for longer.
Reporting challenges	You waste time manually gathering metrics, can't identify trends, and struggle to prove the value of your corporate security program.
Upkeep difficulties	Your processes are prone to break down, leaving your organization vulnerable.

Determining your readiness for modernizing case management

Unsure whether your current challenges warrant a change? Use this checklist to evaluate your readiness for a more sophisticated case management solution.

	YES	NO
Can your team conduct investigative research without leaving your case management system?		
Can you configure your software to facilitate the unique steps of your investigative process?		
Can you turn on automation that eliminates or reduces manual work for your team?		
Do you have access to a team of experts for support and troubleshooting?		
Can you easily turn metrics into actionable reports to inform leadership and demonstrate your team's progress?		
Are the costs associated with upkeep and maintenance for your case management system predictable?		

If you answered “no” to any of these questions, consider evaluating a new case management system to modernize your program.



Functionality to Look for When Evaluating Case Management Vendors

You understand the consequences of maintaining business as usual and know you're ready to modernize. Now what? Many case management vendors offer purpose-built solutions to a variety of your challenges. However, sifting through and prioritizing the information you get from vendors can be overwhelming.

Overall, it's important to find a fully integrated platform that facilitates collaboration across the organization and gives everyone involved a full picture of any investigation.

You also want a solution that automates manual case management work, such as transferring incident information or continuously monitoring persons of interest related to your cases.

Even if this makes sense at a high level, you might be asking: Exactly what does that look like? **Here's the specific functionality to look for when evaluating vendors:**

End-to-end case management

An end-to-end case management system is a centralized solution for managing the entirety of your process — from logging incidents to conducting research to reporting on cases.

Why this matters: End-to-end case management removes silos that slow you down and lead to mistakes. It also gives all stakeholders a complete picture of the case, facilitating comprehensive decisions for mitigation.

Streamlined collaboration

Look for a solution that offers anytime, anywhere access to view or update investigation progress with easy cross-functional collaboration capabilities — including embedded chat, task management, notes, and reporting.

Why this matters: When all stakeholders — from HR to IT to Corporate Security — have access to the information relevant to them, you can collaborate and quickly enable cross-organizational decisions.

Field support

You should be able to assign tasks, log incidents, upload files, and leverage a mobile app for field input, all directly within your case management solution.

Why this matters: When managing security across several locations, good field support ensures that tasks and information never fall through the cracks, and your field teams have everything they need to respond quickly to incidents and reduce impact.

Configurable and industry-agnostic

Your solution should be configurable to your preferred definition of an incident, investigation workflows, access permissions, and reporting structure.

Why this matters: Configuring the solution to your team's unique needs and processes, rather than forcing your workflows to fit the tool, makes your unique investigative process easier, faster, and more effective.

Dynamic workflows

A dynamic workflow can react to different events or circumstances. For example, you might set up a dynamic workflow to signal your team that certain incidents must be turned into investigations or trigger tasks for your team members.

Why this matters: Your team is likely managing hundreds of investigations at once. Dynamic workflows help ensure that your team takes the correct course of action for every incident.

Integrated research

A case management system with fully integrated research gives you full access to external research sources — including OSINT and public court records — within the section of the platform you use to conduct investigations.

Why this matters: By not having to leave the platform to conduct research (and automatically connecting new research findings to ongoing cases), you drastically reduce the time it takes to uncover new information externally and can create the full picture of your investigation faster.

BOLO: Integrated intelligence sources

The best case management solutions will offer full integrations with the following research and intelligence sources:

- ✓ OSINT
- ✓ Dark web
- ✓ Mainstream social media
- ✓ Alternative social media
- ✓ Adverse media
- ✓ Public court records (criminal and civil)
- ✓ Vehicle sightings
- ✓ Weather

Comprehensive reporting

You can track resource metrics, timelines, and cost details for consistent reporting to leadership. Configurable reports for key investigation results, case status, and risk mitigation can be shared via secure links inside and outside the platform (e.g., law enforcement).

Why this matters: You'll save time otherwise spent manually gathering data for reports, ensure accuracy in the information you share across the organization or with law enforcement, and more easily demonstrate the value of your work.

Robust metrics and insights

With advanced case management solutions, you can create dynamic dashboards to visualize investigation trends and progress toward goals. Key metrics should include time to resolution, caseload distribution, trends, and cost details. You should also be able to view data at macro or micro levels.

Why this matters: Understanding what's working and what isn't (e.g., are you resolving cases too slowly?) helps your team make the right decisions to improve your investigative process. Dashboards make it easier to demonstrate your progress against goals and the value of your team's work to decision-makers and leadership.

Flexible data and incident ingestion

You can integrate with any ingestion system — email, HR, tipline, alerting system, CRM, case management — to log data or incidents.

Why this matters: Making it easy for anyone to submit incident reports across their preferred channels while centralizing it on your end is a win-win. It encourages people to “see something, say something” while making it easy for you to intake and manage everything in a central location. Easy data or incident ingestion also reduces the gap between risk identification and risk mitigation.

Dedicated service team

The best case management solutions are built by organizations with knowledgeable, available, and supportive client service teams.

Why this matters: You receive expert support for using the product and implementing workflows and best practices in your organization. This helps you get the most out of your investment while also improving the outcomes of your work.

Vet the team behind the platform



When evaluating case management vendors, use this checklist to determine if the team behind the software is best-in-class. You'll want a team that:

Has experience in corporate security or adjacent industries like the military or private sector	
Responds promptly and on a 24/7 basis to any urgent needs	
Provides dedicated resources focused on helping you achieve your desired outcomes as your program priorities shift	
Is willing to continually train and educate new members of the team/users of the platform to ensure the most robust understanding of the platform's capabilities	

Articulating the Benefits of Improved Case Management

You know you need a modern solution to solve your pain points, and now you know what to look for in vendors. However, securing buy-in and budget approval is arguably the most challenging step.

Regardless of the stakeholders you need to educate — whether legal, risk and compliance, or procurement — it's crucial to understand the common reasons for resistance.

Most objections typically fall into these three categories:

1 Cost savings

Objection: *It's simply too expensive.*

Rebuttal: When you factor in the cost savings below, purpose-built case management solutions often cost less than decision-makers believe. Focus on these four benefits:

- **Prevention:** Gaining the full picture of an investigation helps avoid blind spots, mitigate threats, and resolve cases faster, ultimately preventing costs like property loss, lawsuits, or workplace violence incidents.
- **Consolidation:** Consolidating disparate tools for intake, research, management, and reporting saves money over time.
- **Reduced upkeep:** With purpose-built platforms, professional engineers from the vendor handle upkeep, reducing the cost of in-house upkeep for home-grown solutions.
- **Saving time:** Modernization is not just about saving money; it's also about saving time. Reducing the manual work required for investigative tasks translates to significant cost savings.

2 Necessity

Objection: *We've never experienced a major physical security incident. Why would we need this?*

Rebuttal: The absence of major security incidents is positive, but statistically, it is never a certainty. An effective security posture requires ongoing strategic investments in solutions to address the evolving threat landscape. With increasing threat activity and the rising prevalence of issues like workplace violence, organizations need to be prepared and proactive in their security measures.

3 Duplication

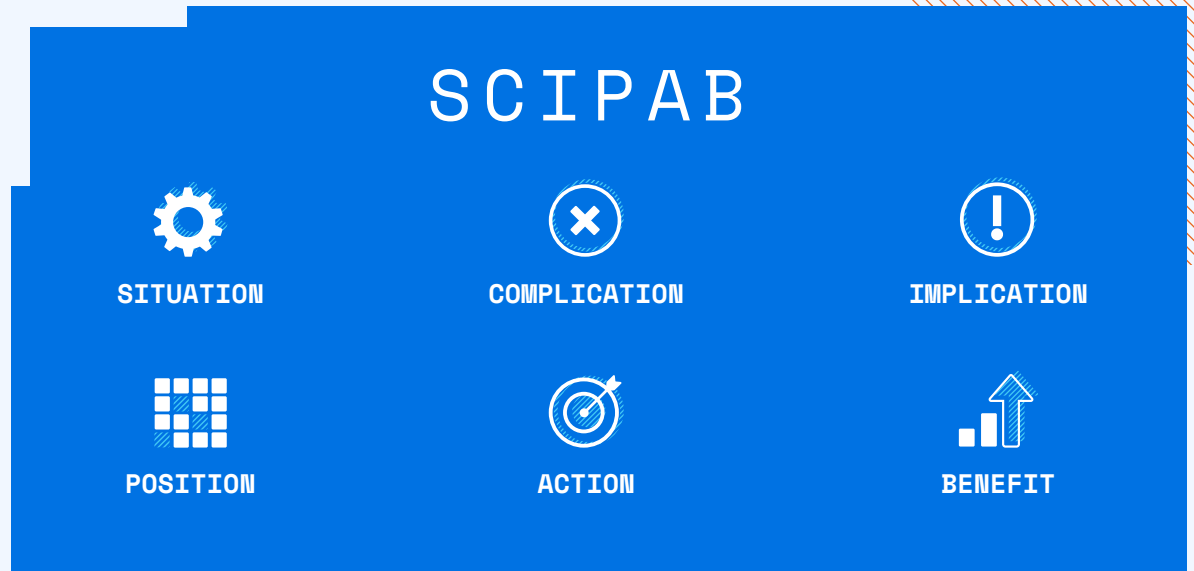
Objection: *We already have tools to manage and centralize work.*

Rebuttal: Pieced-together systems of existing tools create processes that might work in the short term but are not designed for this type of work in the long run. These tools are simply being repurposed to fit investigative workflows. A dedicated case management solution is not a duplication — it addresses a gap that your team needs to fill to effectively manage investigations, mitigate threats, and keep teams safe.

A Framework for Gaining Buy-in and Budget Approval

Learning to articulate the above counter-arguments is only the start. To effectively influence senior leadership, it's important to approach the request strategically by rethinking how you frame the problem and solution. Many security leaders find the SCIPAB model helpful, which is a framework for communicating problems and solutions.

Below, we've outlined the SCIPAB model and provided context for how each step in the framework can help you gain buy-in for case management software.



Situation

What is the current problem or opportunity? Your audience should already be broadly in agreement on this. Getting agreement at this stage increases the likelihood of a yes at the end of the presentation.

What to say: Global threat activity is increasing in frequency and severity. We must protect our people and assets to the best of our ability.

Complication

What are the pressures or demands that impact the situation? Briefly explain any challenges related to the situation.

What to say: With case information spread across a range of disconnected tools, we can't gain the full picture of threats, leaving us with blind spots and vulnerabilities.

Implication

What are the consequences of failing to act on the problem identified in the Complication? Make this point compelling by estimating the potential financial risks.

What to say: The cost of a lawsuit or loss of property resulting from a blindspot or missed threat can be massive (give real estimates) and outweigh the costs of a new solution.

Position

What solution are you proposing to the problem?

What to say: We need a purpose-built solution that fully integrates with a range of intelligence and research sources, transparency across teams, and dynamic automation to allow us to conduct investigations thoroughly and keep people and assets safe.

Action

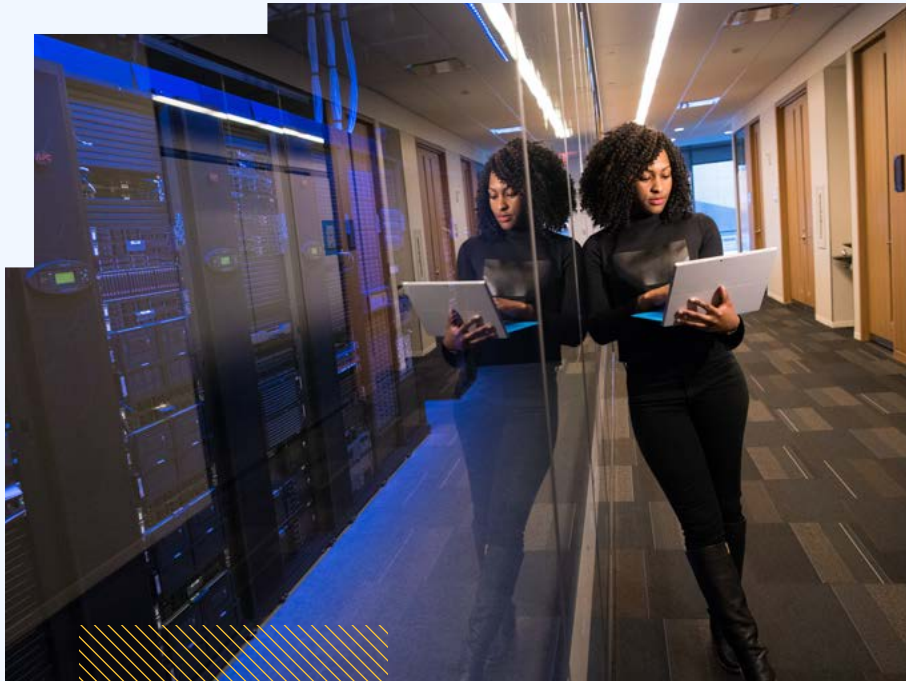
What action do you need from your audience? Make a statement about how your audience can act to support your position.

What to say: Budget and support to explore an intentionally built case management solution.

Benefit

What are the benefits of taking the desired action and adopting the solution proposed in the Position? Back up the benefits with supporting documentation like a cost-benefit analysis.

What to say: The cost savings due to prevented incidents, consolidation of tools, and reduced manual work internally are massive (again, do your best to provide actual estimates).



Want to dive deeper?

For more information on leveraging the SCIPAB framework, download *A Guide to Gaining Approval and Budget: Advice from Corporate Security Leaders*.



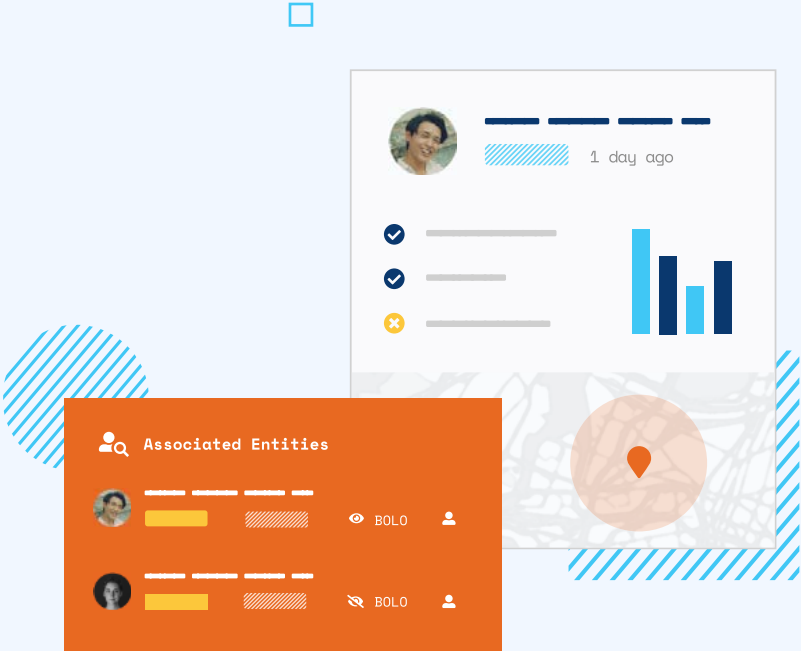
Download

Start Modernizing Your Case Management Process Today

As the threat landscape expands, corporate security teams responsible for investigations and case management can no longer afford to rely on repurposed or outdated tools to manage this critically important work.

A dedicated and purpose-built case management solution offers tailored functionalities that streamline investigative workflows, enhance threat mitigation, and ensure team safety.

As a professional conducting day-to-day corporate investigative work, you already understand the need for proactive measures. Driving change and fulfilling this role involves identifying the right case management solution for the team and effectively communicating its benefits to leadership.





Get Started With Ontic's Incidents, Investigations, and Case Management

Ready for a case management solution built by security professionals for security professionals? Ontic streamlines end-to-end case management to help you conduct thorough investigations and close cases faster.

Ontic's solution includes:



Flexible configuration

Customize workflows to suit your industry, location, compliance requirements, and other specific needs.



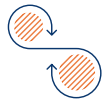
Centralized workflows

Utilize centralized workflows and in-platform chat for collaboration across departments and teams.



Connected incident intake

Create custom intake forms with required fields to streamline the information gathering process for investigations.



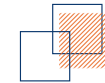
Continuous case monitoring

Monitor for new information and set alerts even after cases close, enabling trend analysis, pattern recognition, and tracking of costs and recovery.



Metrics and reporting

Generate reports with standard and custom metrics, share them securely, and automate recurring updates.



Integrations with other tools

Connect to real-time and historical public records, internal systems, external systems, and active threat actor databases.



Request a demo to see Ontic in action

[Schedule Now](#)

