



Case Management
Solution Powered by 

For the past 38 years, IEM has been at the forefront of supporting the nation's most pressing public concerns ranging from disasters and other crises, such as public health and homeland security threats, to critical infrastructure needs. Law enforcement agencies across the nation need state-of-the-art case management solutions to **simplify** and **automate** workflows while providing **enhanced situational awareness** to decision-makers at all levels, from front-line officers and investigators to senior executives.

Experience Drives Innovation

CMS.IQ™ was designed for the law enforcement community by IEM's team of law enforcement subject matter experts and senior software developers, who collaborated with police departments and investigative agencies to design a platform and suite of applications that **alleviate common concerns and headaches** with existing case management.

With these insights, agencies have access to leading experts from law enforcement and the solution team to ensure **CMS.IQ™** implementation includes **customized features** specific to their agency and investigative preferences as well as a variety of special purpose missions and task force operations.

Comprehensive by Design

IEM's tailored case management system, **CMS.IQ™**, powered by the leading-edge low-code Appian Platform, provides comprehensive capabilities for records and case management in modern police departments.

IEM's **CMS.IQ™** **represents a digital transformation for law enforcement agencies**, giving them access to an affordable, flexible, and highly customizable case management solution that easily integrates with their existing data infrastructure. **CMS.IQ™** equips departments to rapidly build and launch tailored end-to-end applications for functions such as:

- Investigative case management,
- Warrants and arrests,
- Automated reporting, and
- Real-time reporting.

All these applications can be deployed at the **speed of the mission**, freeing agencies from the costs of time and funding associated with traditional platforms. **CMS.IQ™** is designed as an **end-to-end solution** built on a robust data fabric with "smart" approaches to **leveraging data** and information for cross-functional purposes for **agencies of all sizes**. The tool emphasizes simplifying and streamlining routine administrative functions in a department or agency.

Core Capabilities

- End-to-end case management
- Rapidly deployable
- Scalable and secure cloud infrastructure
- CJIS compliant platform
- Easy integrations to CAD, databases, and third-party solutions
- Mobile and offline capabilities
- Customized dashboards, including:
 - ✓ Heatmap analysis
 - ✓ Incident analysis
 - ✓ Community insights
 - ✓ Administrative reports and metrics
- Interface with other systems:
 - ✓ AWS S3 for document storage
 - ✓ Salesforce
 - ✓ Microsoft Dynamics
 - ✓ Oracle
 - ✓ SharePoint
- Full audit capabilities
- Tailored reporting features

Connect with Our Experts:
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CMS.IQ™ Capabilities



End-to-End Investigative Case Management

At the core of **CMS.IQ™** is a technologically advanced case management system that **leverages data** for multiple uses and applications and uses smart tools to auto-generate documents from data in the system.



Seamless Third-Party Integrations

CMS.IQ™ is designed to integrate third-party applications and legacy systems for **rapid delivery** without the need for extensive modifications or data conversion processes.



Cross-Functional Data Utilization

Data in the system is converted to **“smart” functionalities** that enable agencies to cross reference and utilize their data in a variety of ways, often adapting to needs or changing priorities in a matter of hours or days.



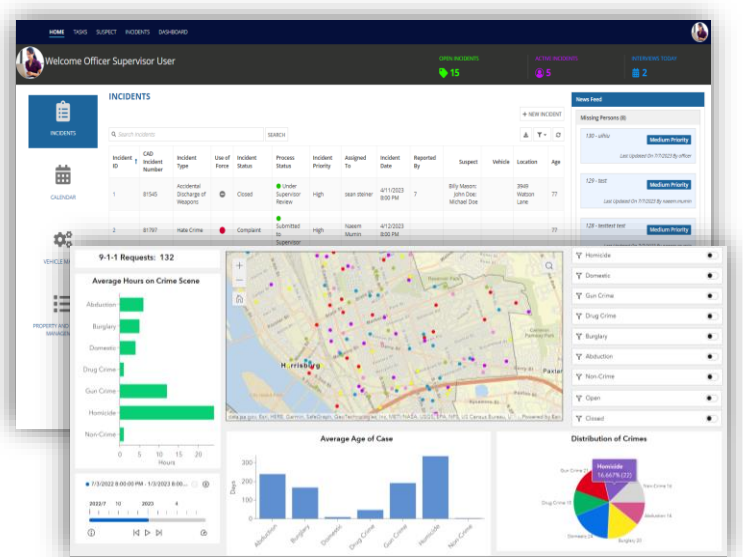
Enhanced Situational Awareness

Decision-makers at every level of a police organization need to know what’s happening in their jurisdiction and can leverage data and information in **CMS.IQ™** for **customized data visualization, tailored dashboarding, and criminal intelligence analysis**, among other utilizations.



Mobile and Offline Capability

Officers and their supervisors always have access to **CMS.IQ™** with **industry-leading capabilities** for accessing the system across devices and in remote locations. Senior executives can quickly summon dashboard views from their mobile devices.



Cost-Effective

CMS.IQ™ does not require agencies to pay for features they don't need, only those that they want. Our speed of delivery—leveraging the strengths of the Appian platform—translates to new applications being rapidly designed, developed and deployed within **CMS.IQ™ without costly customization** and/or modification fees. In addition, agencies have the option to learn how to design and deploy applications on their own, adding an in-house capability that's driven by system users and need.

About IEM

IEM is the world's largest woman and minority-owned crisis management firm with a mission to build a safe, secure, and resilient world. With nearly four decades of experience, we bring innovative tools to solve the most pressing challenges for our clients. We design and deliver software and services to digitally transform agencies with critical, life-saving missions, including the law enforcement community. IEM's combination of experience and digital services empower our partners to protect their personnel and communities in new and innovative ways. Our team has supported agencies in all 50 states and hundreds of localities and urban areas, delivering consulting services that modernize IT systems, deliver valuable data, and optimize workforces.