



Case Management  
Solution Powered by  IEM.

## Experience Drives Innovation in Case Management

Law enforcement agencies 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.

**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 **enabling efficient** 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.

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 built on a robust data fabric with "smart" approaches to **leveraging data** and information for cross-functional purposes for **agencies of all sizes**. Every customized deployment simplifies and streamlines routine administrative functions in a department or agency.

## CMS.IQ Core Capabilities

- End-to-end case management
- Rapidly deployable
- Scalable and secure cloud infrastructure
- CJIS and HIPAA compliant platform
- Easy integrations to RMS/CAD, internal databases, legacy systems and third-party applications
- 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**

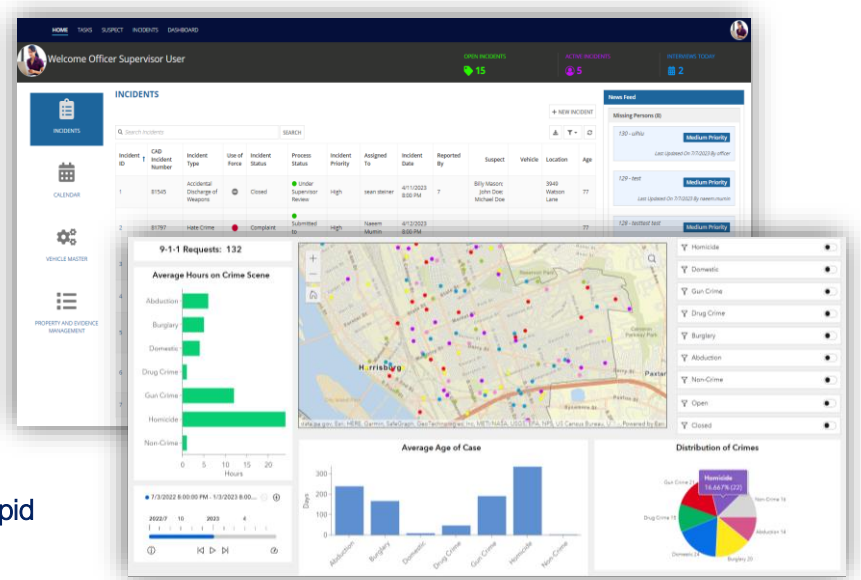
Data in the system is converted to **“smart” functionalities** that enable agencies to cross reference and utilize their data in a variety of ways, often adapting to needs or changing priorities in a matter of hours or days.

- **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 and Customizable

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 safe, secure, and resilient communities. 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.