



TrakWeb™ — The Hub of Your Tracking System

Only 3% of misconduct reports are made to a hotline. Reports come from many sources through many channels, usually delivered orally to management in many different departments. **Do you capture, take action on, and measure, all of this data from all of these channels?**

Inside Your Firewall

Unless you choose Devesys to host TrakWeb, all of this resides completely inside your firewall to protect your data. The system runs on hardware you own so you have complete control over your data. Documenting your operational effectiveness depends on your ability to track historical data and trends, but some hosted services purge data periodically. Devesys products let you decide if and when to purge data, and keep sensitive information protected inside your firewall

Highly Customizable

- Easily adapt the system to changes in your company, its policies, and related laws and regulations
- Dozens of optional fields (text, drop down lists, dates, and check boxes) can easily be turned on or off
- You can change most field names to better suit your company's terminology.
- Add and change drop down list contents as needed

Confidential, with Flexible Sharing

- A single database can serve multiple departments
- User access privileges can be tailored to user's need and job responsibilities

- You can define user groups, e.g., HR, Ethics, Compliance, Security, and Legal to preserve sensitive data confidentiality
- The ability to assign cases across workgroups can create awareness of larger problems not confined to a single department or part of the organization
- Each case can be shared with one or more users for case management, investigation, action-taking, or whatever process works for you

Fortune 500 companies use our tracking products to manage their cases in such areas as:

- | | |
|----------------------|----------------------|
| • Compliance | • EEO |
| • Employee Relations | • Ethics |
| • HR | • Internal Audit |
| • Investigations | • Legal |
| • Ombuds | • Product Protection |
| • Risk Management | • Security |

Enterprise-wide Metrics

- Generate board-quality statistical reports, charts and graphs, exportable for presentations and printed reports
- Flexible, easy-to-use reporting user interface offers extensive library of ready-made reports accumulated from customer-driven modifications since 1995
- Reports show patterns crossing departmental boundaries not obvious to individual departments
- Discover trends that would not otherwise emerge
- Review cases using flexible case summary reports
- Measure the performance of your, case managers, investigators, and actionees
- Report broadly across the organization or drill down to locations, organizational units, or specific issues

Tools for Getting and Staying Organized

- Assign and monitor investigations and other activities until complete, even long after a case is closed, helping to ensure timely follow ups
- Find your hottest cases using the dashboard lists
- Stay on top of your reminders
- Attach documents (including sound and video) to cases, availing to users working those cases
- Import data from helpline services and/or initiate cases internally
- User default settings expedite adding new cases
- Easily create cross-references from search results
- Events system chronologically documents case developments
- Automatic email notification is prompted when a user is assigned to case
- “Privileged” handling for most sensitive cases restricts access to users explicitly assigned to case
- Each case can have multiple involved parties, categories, investigations, events, corrective actions, and cross-references

System Considerations

- Microsoft IIS Server Enterprise Edition 6 or higher
- Microsoft SQL Server 2005 or 2008, with 20 to 100 GB for the first few years, more if extra large documents will be attached to cases
- SMTP server for email support

- Secure FTP server, if you purchase a helpline import option which requires one
- Windows XP or newer on workstations running Internet Explorer 7 or newer
- The database can share server space with other applications
- Application can be distributed on a web farm to optimize performance
- Compatible with third-party reporting tools that support SQL Server
- Authentication support for Active Directory, LDAP, and third-party single sign-on

Options

- Data import from external helpline services
- Data migration from existing sources
- Link to HR to look up and populate employee data
- Custom modifications
- Native SQL Server 2005 Column-Level Encryption
- Remote server support (server side data base admin)
- Software maintenance agreement after 1st free year, or pay for technical support when needed
- On-site training and other services
- Perpetual license (technical support and software maintenance optional at extra cost after one year)
- Subscription pricing (3 year minimum contract includes tech support and software maintenance)
- Additional licenses may be purchased at any time in any quantity
- Hosting by Devesys if you prefer

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DEVESYS

case management systems