

# Assura

A Business Performance Platform

OSACO  
HUMAN RISK FACTORS

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COUNTRIES

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**GLOBAL**  
SPECIALISTS

## CASE STUDY

OSACO  
HUMAN RISK FACTORS

### Industry

Case Management

### Company Size

Global network of specialists in 28 countries

### Challenge

OSACO Group safeguards organisations from human risk factors that can impact integrity and reputation. This can range from fraud and financial crime, to sexual exploitation, abuse and corruption.

### Results

Assura worked with the company to build a fit-for-purpose electronic case file management system, which needed to withstand the scrutiny of UN and associated administrative tribunals and multinational organisations.

## Global Investigations of Misconduct

OSACO wanted to upgrade to an automated and secure system to help international investigators collate evidence while working in remote, high-risk locations – for example Afghanistan, Syria and Iraq. They operate a global network of specialists in 28 countries, across all continents.

### SOLVING THE CHALLENGE

The chain of evidence that OSACO's investigators develop is critical, particularly from an integrity, legal and client assurance perspective. Everything must be documented sequentially and securely, particularly if the case ends up going through a tribunal or disciplinary process.

OSACO Group Managing Director Jaydene Buckley, a former New Zealand Police detective and UN investigator, says the organisation's work is complex and spans multiple countries.

"We recently worked on a case where funding was paid off in bribes, and we were brought in to identify the gaps in their system and recommend how to fix the corrupt behaviour," says Jaydene.

"It meant sending OSACO investigators to four different countries, over a period of 10 months." Security and confidentiality is critical to OSACO and its clients, says Jaydene.

"Integrity and due process is absolutely essential to the work we do. There is reputational and operational risk with any type of case that we investigate."

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## CASE STUDY



**Want to get it straight from the horses mouth?**

**OSACO are happy to chat and share the huge benefits they've experienced.**

Prior to approaching Assura, OSACO was using a number of different systems. This lacked efficiency.

"Consultants were using multiple systems, which meant material was being uploaded at different times," says Jaydene.

### RESULTS

OSACO configured Assura's automated workflow platform to develop an electronic case file system. Investigators can now collate and upload evidence to one central, secure database.

The system automatically documents and itemises evidence, which improves efficiency and professional integrity. Reporting is also streamlined and consistent across all investigators.

"That's really important for us, because it can be used as evidence. The integrity of the process is protected and the information is kept securely in one place."

The new system has also provided consultants with a standard process for uploading evidence.

**"An investigator can't move on to the next step without the manager signing it off. This is extremely important, especially when the manager is based in New Zealand and your investigator is on the ground in Afghanistan."**

**Jaydene Buckley, OSACO Group Managing Director**

