

# Thomson Reuters Case Tracking

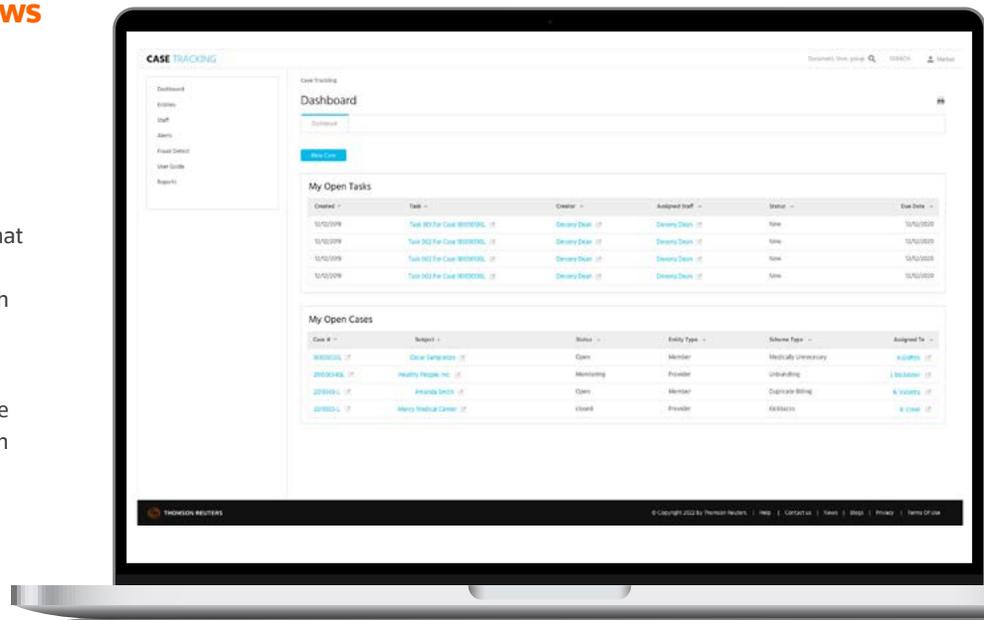
Manage complex caseloads while preventing fraud within your program

## Integrated data to simplify workflows

As budgets have grown tighter and infrastructural challenges have mounted, agencies need to maximize internal resources and align workflow processes to streamline high-volume workloads.

Thomson Reuters® Case Tracking is a fully integrated investigative, case tracking and management system that imports cases from Thomson Reuters® Fraud Detect or other internal sources to assign and route cases through your resolution process.

Easily convert leads into cases and import all relevant details from the integrated fraud detection system. Case resolution statistics are fed back into the fraud detection system for improved analytics.



## Streamline your case management workflow to improve fraud detection

With Case Tracking, your team can prioritize their time and resources by leveraging one platform to:



Automate case workflows and import legacy case data



Gather documents, notes, recordings, photos, video and more



Measure case resolution statistics and ROI

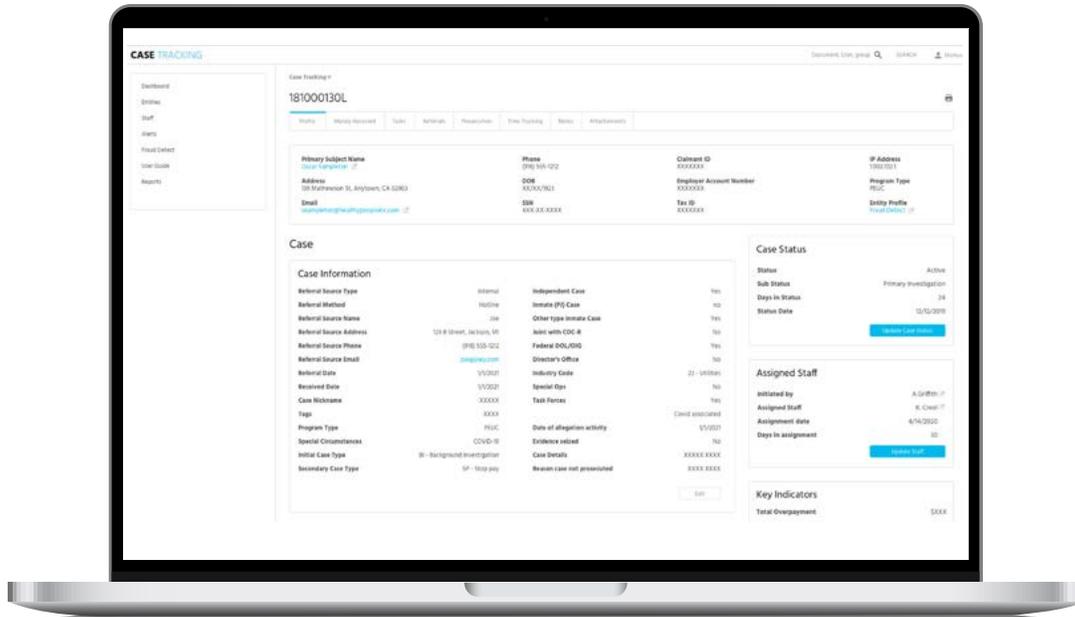


Verify information and review records in one place



Protect sensitive case information with role-based access





### Time tracking

Our robust time tracking and reporting system, allows staff to document case and non-case hours. See daily, weekly and monthly case work distribution and goals for each staff member at a glance.



### Flexible workflows and approval

Customize investigation workflows and approval hierarchies to support your current processes and move cases to resolution.



### Comprehensive reporting

Automatically generate reports for investigator productivity and case progression. Create and submit required agency, state, and federal reports.

To learn more about how Case Tracking can help efficiently manage your caseload, visit: [tr.com/case-tracking](https://tr.com/case-tracking)

Thomson Reuters is not a consumer reporting agency and none of its services or the data contained therein constitute a “consumer report” as such term is defined in the Federal Fair Credit Reporting Act (FCRA), 15 U.S.C. sec. 1681 et seq. The data provided to you may not be used as a factor in consumer debt collection decisioning, establishing a consumer’s eligibility for credit, insurance, employment, government benefits, or housing, or for any other purpose authorized under the FCRA. By accessing one of our services, you agree not to use the service or data for any purpose authorized under the FCRA or in relation to taking an adverse action relating to a consumer application