CMTS
Case Management & Tracking System

Your Comprehensive Solution for Internal Affairs Case Management

Confidential. Compliant. Case-Ready.

CMTS is a purpose-built case management system designed to meet the unique needs of Internal Affairs investigations. Whether managing citizen complaints, personnel misconduct, or policy violations, CMTS equips agencies with the secure tools they need to intake, investigate, and resolve cases with accuracy, consistency, and transparency.

Confidential by Design

Not Managed by Agency IT
CMTS is hosted independently and secured from internal IT staff access.

Granular Role-Based Permissions
Control who can access specific cases, files, or case stages—down to the individual level.

FedRAMP® Moderate Authorized
Hosted in a FedRAMP® AWS cloud environment, and aligned with NIST, GovRAMP, SOC 2, HIPAA, and CMMC compliance standards.

File Management

Online Intake Service (OIS)
Accept citizen or employee complaints through a secure online portal that supports uploads

Case Documentation
Attach files directly to cases including videos, PDFs, and links to third-party evidence systems.

Manage file versions, restrict document access, and track approvals with integrated metadata and signoffs.

Built for Operational Continuity

Supports High Leadership Turnover: Detailed audit logs and chronologies record every user action for full case accountability—even as command roles rotate.

Fast Ramp-Up: New users get up to speed quickly with intuitive dashboards, visual case timelines, and preconfigured workflows.

Flexible & Connected

API-Configurable: An API is available to connect CMTS with HR systems, state databases, and other platforms as needed during implementation.

Web-Based & Mobile Accessible: Access CMTS securely 24/7 from any location or device.

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GSA Contract Holder
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FedRAMP

GovRAMP
AUTHORIZED
Software as a Service (SaaS)