



**CMTS**  
Case Management & Tracking System



# ENHANCING EEO COMPLIANCE AND CASE MANAGEMENT WITH CMTS

*Powered By WingSwept*



# Who Are We?

CMTS is FedRAMP® Moderate authorized and aligns with key compliance standards, including NIST 800-171, CMMC, SOC 2, HIPAA, and GovRAMP. Its AWS-hosted environment ensures encryption of data at rest and in transit, while role-based access controls safeguard sensitive case information.

## How We Empower EEO Agencies

Effective EEO compliance requires a case management system that is secure, configurable, and capable of managing complex processes from intake to resolution. CMTS (Case Management and Tracking System) empowers agencies to investigate, manage, and resolve discrimination-related complaints with precision, transparency, and accountability.

# Security & Compliance



**FedRAMP® Moderate authorization for cloud-hosted environments**



**NIST 800-171, SOC 2 Type II, HIPAA, & GovRAMP compliance standards**



**AWS cloud hosting with encryption at rest and in transit**



**Role-based access controls & permissions for sensitive case data**

**These features help ensure that confidential personnel and complaint data is securely managed and protected at every stage of the EEO process.**

# Discrimination Complaint Intake & Investigation

## Scenario:

An employee or member of the public submits a complaint alleging discrimination on the basis of race, gender, age, disability, or another protected category.



### How CMTS Helps:

CMTS streamlines the intake process through a secure, public-facing online form that collects consistent and complete data. Submitted complaints are automatically routed into the CMTS system, eliminating manual entry errors and improving intake efficiency.

#### Once captured, investigators can:

- ✓ Assign and triage complaints to the appropriate personnel
- ✓ Automate reminders and deadline triggers to maintain statutory compliance
- ✓ Track cases through each stage using configurable workflows
- ✓ Enforce validation rules to ensure required data is collected prior to case advancement

***This structured approach ensures every allegation is addressed with thorough documentation, audit trails, and real-time status updates.***

# Employment Practices Review & Compliance Tracking

## Scenario:

Agencies are required to monitor employment practices, identify complaint trends, and assess compliance with federal and state EEO laws.



### How CMTS Helps:

CMTS supports agency-wide visibility by enabling the tracking of trends across departments, case types, or time periods.

### Configurable dashboards and ad hoc reports allow agencies to monitor:

- ✓ Timeliness of complaint processing
- ✓ Workload distribution
- ✓ Areas of emerging risk

***With advanced filtering and export capabilities, CMTS ensures agencies can generate compliance reports that meet both internal needs and external regulatory requirements.***

A background image showing several people in business attire sitting around a table, looking at documents and charts. The image is slightly blurred and has a dark overlay.

# Mediation, Settlement, & Resolution Management

## Scenario:

Some EEO complaints may be resolved without formal investigation, through mediation, early resolution, or settlement agreements.

### How CMTS Helps:



CMTS supports alternative resolution workflows that enable seamless transitions from investigative to mediation stages. The system securely logs all communications, outcomes, and agreements, ensuring a transparent and defensible resolution process.

### Additional capabilities include:

- ✓ Tracking informal complaints and escalations to formal investigations
- ✓ Managing documentation through version-controlled uploads and sign-offs
- ✓ Automating notifications to keep all parties aligned on timelines and tasks





**CMTS**  
Case Management & Tracking System

# The CMTS Advantage: Security, Experience, Service

CMTS delivers more than software – it provides a secure, stable, and responsive partnership that helps investigative agencies meet their mission. With the strength of WingSwept’s cybersecurity foundation, the reliability of an employee-owned business, and a human-centered approach to client support, CMTS empowers teams to work efficiently, protect sensitive data, and achieve meaningful results.

## **The Last Case Management Partner You’ll Need**

Join agencies nationwide who trust CMTS for a secure, stable, and lasting solution – built to support you today, tomorrow, and long into the future.

 (855) 636-5361

 [SecureCaseManagement.com](https://SecureCaseManagement.com)

 [Team\\_CMTS@securecasemanagement.com](mailto:Team_CMTS@securecasemanagement.com)