



**CMTS**  
Case Management & Tracking System

# LAW ENFORCEMENT OVERSIGHT CASE MANAGEMENT

CMTS is designed to support independent investigative offices, providing a secure and configurable platform to log complaints, track investigations, manage evidence, and report findings with ease.

## Core Capabilities

- **Complaint Intake** – CMTS's Online Intake Service allows the public or employees securely submit complaints with attachments via a web form, which can be time-stamped and converted into a case.
- **Configurable Workflow** – Mirror your agency's process (e.g. Complaint→Screening→Investigation→Findings) with configurable stages, labels, and fields, all without coding.
- **Dashboards & Reporting** – Users can personalize dashboards with widgets and build ad hoc or scheduled reports using custom filters, templates, and export options.
- **Evidence Tracking** – Evidence transfers and disposals require user signatures; track items and their transfer/disposal history in CMTS.
- **Role-Based Access & Audit Trails** – Assign role-based permissions, restrict access at the case level, and maintain audit logs for full transparency.
- **Time / Event Notifications** – Trigger configurable alerts like via workflow tasks, with notifications sent in-app or by email.
- **Document Templates** – Maintain templates for letters, forms, and reports to ensure consistent, compliant communications.

## Security & Compliance

CMTS is **FedRAMP® Moderate authorized**, meeting over 300 NIST 800-171 Rev. 5 security controls within a certified AWS cloud environment.

Designed to support **GovRAMP, NIST 800-171, SOC 2 Type II, and HIPAA** frameworks for government data protection.

All data is **encrypted at rest and in transit**, with optional restriction down to individual cases for sensitive investigations.

CMTS gives investigators the flexibility they need and regulators the compliance they expect—empowering oversight agencies of any size to act decisively, document thoroughly, and report transparently. With fast implementation, teams can launch investigations without delay.

## Contact Us:

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