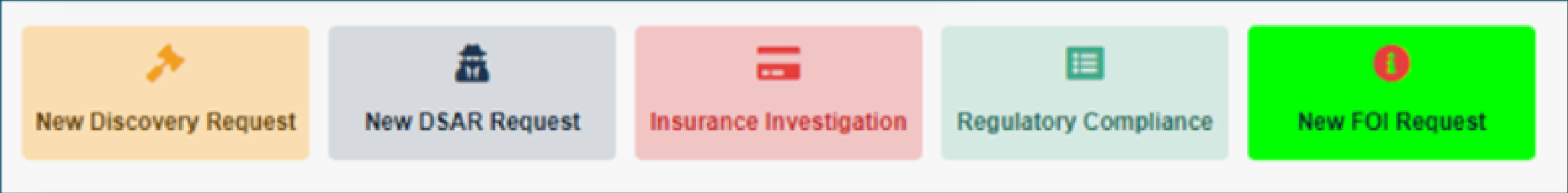


DiscoveryControl for INTERNAL CASE MANAGEMENT



Requests for information to respond to internal requests including HR, insurance claims, and legal requests are complex. Organizations have been looking for solutions to manage these requests whilst maintaining costs and managing workloads

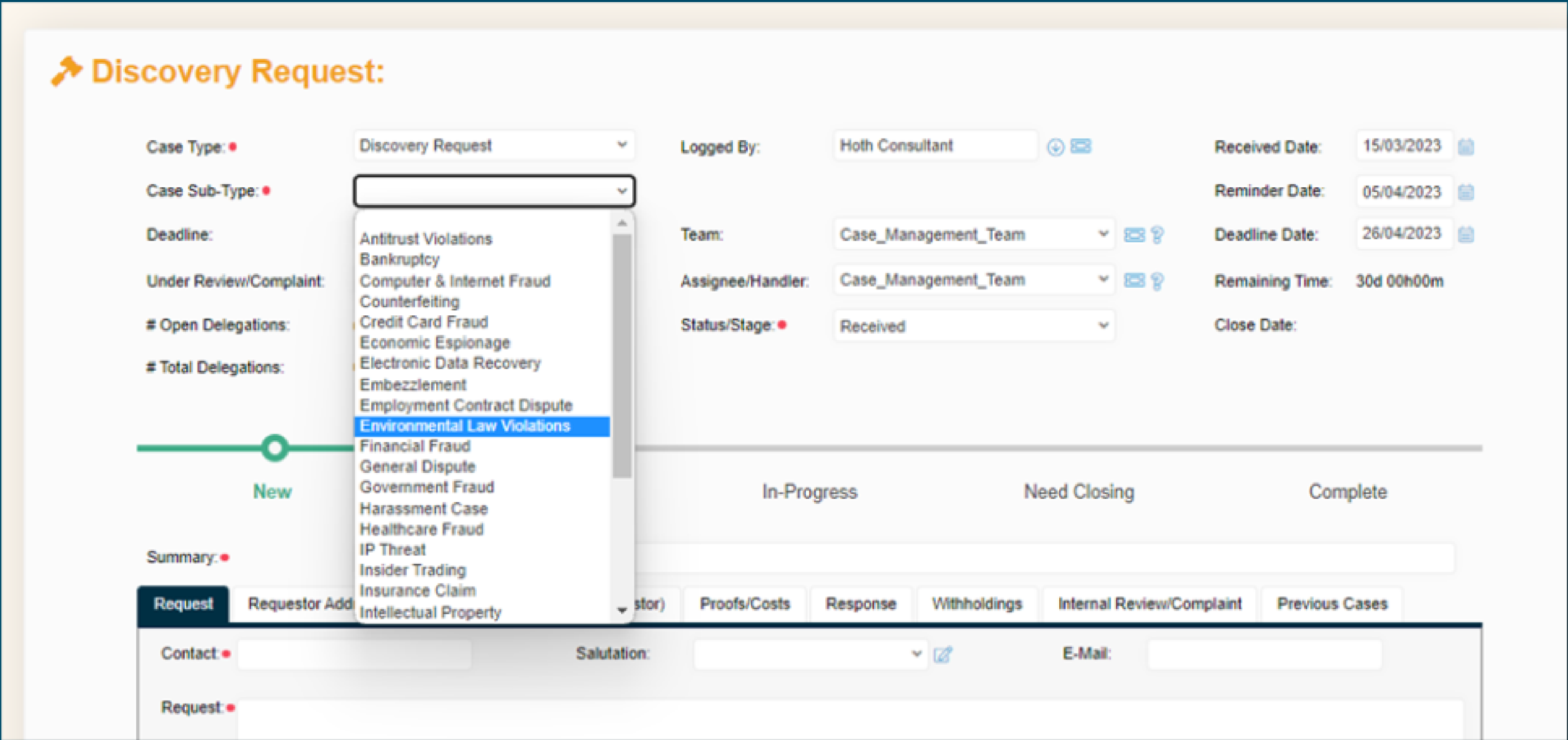


Discovery Request

DiscoveryControl was built to be reactive to regulatory compliance requests such as FOI and DSAR making it the ideal solution for managing internal investigations. Internal data requests and data searches are easily logged, managed, and audited with the same level of detail as external regulatory requests.

Managing internal requests with DiscoveryControl provides clarity to the workload. Reporting can provide insights into trends and repeat requests (vexatious register), and quantify the volume, complexity, and breadth of work undertaken as part of this often-overlooked requirement.

**Any department that needs to request data can find it faster with
DiscoveryControl.**



DiscoveryControl for INTERNAL CASE MANAGEMENT



Fully customizable DiscoveryControl reduces request management costs and cycle times. It streamlines the workflow for tasks required for critical internal/external data requests. DiscoveryControl manages complex cases ensuring they are resourced effectively using workflow automation, business rules, and reporting.

Example case types include:

- Regulatory requests
 - Insurance requests
 - Insurance claims
 - Internal audit
 - Fraud
 - AML (Anti-Money Laundering)
 - Risk requests
 - HR requests
- Historical repositories
 - CCTV requests
 - Data subject requests
 - Environmental impact requests
 - Finance requests
 - Compliance requests
 - Customer service requests
 - Other internal requests

Problem	Solution
Complexity over quantity	Not all requests are the same, a request could be 1 or 100 questions. Making a single request complex
Reporting and visibility	Reporting -Analyse trends, identify bottlenecks, and measure improvement
Resource planning and availability	Assign/delegate to responsible departments. Ensure adequate resources
Risk of missed deadlines Slow request turnaround times	Assign a priority scale/ timeline for the response Autoremindes
Errors when fulfilling requests	No more manual entry, copy and paste or missed requests.
Incomplete information, missing data	Step by step protocol with audit trail and stop the clock ability.
Limited transparency for those making requests	Automated email response to all requestors.
Visibility and access for making information requests	Embed portal on website, Capture dedicated mailbox, Employee entry.
Multiple owners, unclear status, progress visibility	Centralised dashboard for all requests with complete visibility for each request.
Employee accidental data breach	Internal reporting, class?IPOification, monitoring, escalation, step-by-step guide for reporting to DPC/IPO

DiscoveryControl is a software solution that:

- completely bespoke to your organization
- automated responses, delegations, and completions
- streamline request from end-to-end
- complete workflow automation and audit trail
- complete visibility for all internal/external data requests within your organization.

Read more on DiscoveryControl

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