Smarter, faster investigation management

Fight the tide of criminal activity with best practice principles and AI

Deliver the right investigation outcomes, fast

Public organisations, including those that support our most vulnerable citizens and protect our borders, are losing budget to fraud. Bribery and corruption could be contributing to the misuse of government resources and services and, even worse, the perpetrators could be consistently 'getting away with it' simply because the sophistication and obfuscation they operate is too complex for traditional investigative tools to identify.

Sadly, benefits fraud, economic crime, identity fraud or theft, and the fraudulent internal misuse of resources is on the rise with major implications for almost every government department. In fact, the 2017-18 and 2018-2019 Commonwealth Fraud Investigations report found that fraud losses from matters whose investigations completed during the reporting period were found to be more than **$1.2 billion.**
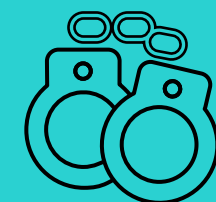
DETECTED FRAUD		
2017-18 2018-19		The amount lost to external fraud increased **73%** and the amount lost to internal fraud decreased **59%**. [1]

FRAUD LOSSES		
2019-20		New Zealand's Serious Fraud Office (SFO) prosecuted 35 cases totalling **$210m** in alleged fraud [3]

FRAUD PREVENTION SPENDING		
2020		SFO's budget increased by **20%** to **$12.7m** to fight the increased risk of fraud due to COVID-19 [4]

Fraud rates in COVID-19 related programs like JobKeeper are higher than other programs due to the rapid nature of their initial deployment. In 2020, the Australian Taxation Office clawed back $120 million in payments to applicants who were found to be ineligible for the program. [2]

Here, fraud causes precious financial resources to leak from an already pressurised system.

1. Australian Institute of Criminology. Commonwealth Fraud Investigations 2017-2018 and 2018-2019
2. Criminal investigations into JobKeeper rorts ramp up as scheme winds down. ABC Investigations Australia. 9 December 2020
3. Serious Fraud Office. Annual Report 2020
4. Surge in fraud during Covid-19 likely to increase, KPMG says. Radio NZ. 30 June 2020

Prevention doesn't stop with detection

While many departments have put in place detection solutions that have demonstrated their worth in spotting incidents of fraud, investigating the root source often proves impossible. Why? Because the rising tide of fraud and other criminal activity is incredibly time consuming and resource intensive to investigate. Not to mention that a great deal of this illegality is committed by organised crime; career criminals whose 'cost of business' includes investing in constantly changing strategies and tactics to keep their networks hidden from prying eyes.

Why is this important?

Think, for example, of people traffickers or counterfeit goods smugglers. These are often large groups, exhibiting complex behaviour with constantly changing entities who monitor law and border enforcement activity in order to change routes, transporters and tactics. At the other end of the scale, benefits budgets are being misappropriated through individual misdemeanour, and vulnerable citizens ultimately pay the price.

Investigations: Why getting smart, gets the job done faster

Conducting investigations into the misappropriation of resources, or non-compliance with the service rules and laws – such as tax compliance, benefits fraud, or even internal wrong-doing is essential. But there's simply too much to do, too much data to analyse, and a lot of activity is shrouded in complex evasion tactics.

Even as governments seek to homogenise investigation processes and standards and deploy professional training, there's still a way to run more efficient investigations. At SAS we are helping organisations to run and manage investigations, then build robust cases against criminals. We use the widest possible net of intelligence information, supported by investigation tools that pinpoint patterns of behaviour, networks of activity, resolve person, address and other entity issues and prioritise investigations. In short, it's our smart analytics and AI that cuts through the workload, pointing you in the right direction quickly, and helping you proceed with investigations faster, taking much of the manual processes away, freeing investigators to focus on building cases.

We use proven techniques to bring together structured and unstructured intelligence data. This includes transaction records, geolocation data, video, entity records and more to enable frontline investigators and managers to access it wherever they work. We can help you to expedite the investigation process with automated workflows that hand off tasks to colleagues, alert you to anomalies and keep all the evidence together in one system. Ultimately, this creates watertight legally compliant cases faster so that you see a real return on your time investment and deliver a greater number of successful outcomes.

Helping investigators get more done

Whether it's for the benefit of fraud investigators in programs such as JobKeeper, immigration officers on the frontline, or team managers evaluating resource utilisation and building cases for prosecution, using the single end-to-end intelligence and investigations management system we provide will help to:
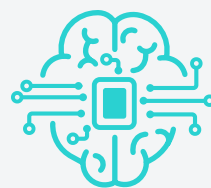
Drive up investigation efficiency – fast, accurate collaboration using real-time results based on the most up-to-date information

Better utilise precious human time – less focus on data entry into multiple systems, more time spent on on-the-ground investigations

Improve intelligence – fewer silos and a positive feedback loop that improves the quality and accuracy of future investigations

Smarter, swifter detection, investigation and management

What every government department must achieve is a more efficient and affordable way to detect wrong-doing, either internal or external. They need to be able to investigate it, and bring it to an appropriate conclusion, whether in the organisation, with a regulator or via the courts. Firstly, the answer lies in the way you derive insights from all relevant data. Then in the way you place the most valuable intelligence into the hands of your investigators, and create a constantly expanding and improving intel ecosystem that can be shared with all relevant personnel. We can help you to connect data from disparate sources so that you can resolve entity issues and uncover vital – and often hidden – links within complex networks of suspicious people and organisations.

And because investigations are a cost to your department, you also need a solution that can help managers to drive efficiencies in the flow of work. They must be able to allocate resources in the most value generating ways, and successfully 'stand up' cases for prosecution as well as support due process and disclosure. All of which supports protecting your budget far more robustly.

We can help.
SAS provides everything you need in one solution that can either be used to enhance your current capabilities, or on its own to drive your entire investigation operation. Because everything begins with data, intelligence and information, our solution includes a data model that integrates your internal data with that from external sources, such as other departments, law enforcement agencies and watch lists. No more time wasted flitting backwards and forwards between information sources – all data and insights are on one system that also enables insight sharing and collaboration between team members with ease.

Get more done, minimise friction

From there, we use a whole raft of advanced analytical techniques and artificial intelligence to help investigators achieve their critical milestones faster and with greater accuracy. They'll avoid false positives, allowing them to correctly detect problems and move forward into investigation phases with the certainty that they are pursuing appropriate cases. They will achieve the following:
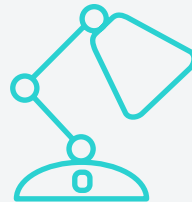
Quickly resolve identity issues by creating single persistent entities

Identify linkages among seemingly unrelated claims, using interactive visualisations

Spot fraud across different multiple public services or associated departments

Accurately triage potential cases and events of interest

Prioritise higher value cases, entities (people and organisations) and networks of activity

Deeply scrutinise all related activities and relationships to recognise previously unseen patterns of behaviour

A learning, living solution built on best practice

Because we've built our solution with AI, you'll have a system that is ever improving for greater ROI and efficiency. You can store previous case information for future reuse and to constantly refine intel. And while our solution is based on National Intelligence Community (NIC) best practices, you will not be locked into predetermined working practices – our solution is completely configurable.

Time-saving tools and benefits

Single work environment for alerts, case management, intelligence gathering and investigations
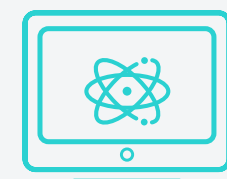
Adaptable workflows that bring logic to the way investigations run, capturing all information that's linked to a case

Mobile access via the cloud, empowers investigators to stay on track wherever they work

Autofill when required

A suite of short-cuts and tools to make life easier, and work faster. These include event logs, an investigation diary, map lookups, status reports, document attachments, print templates and notifications

Task templates ensure that investigators follow defined processes aligned to the context of each investigation, with review and sign-off steps included

Embedded links allow investigators to launch connected tasks from within their investigation

Tripwires reduce duplication of effort while fostering collaboration and management of informants

With such rich data and insights to hand all accessible via PC and mobile devices, investigators can work more productively and deliver greater investigation ROI. Managers have far greater visibility of cases, progress, efficiency and effectiveness, and can be assured that they have the deepest possible intel with which to make recommendations for preventative action. The benefits can of course flow up to a policy level, having a positive impact on processes, so that citizens can enjoy more efficient service delivery, while your department protects public services.

Why trust SAS?

SAS has over four decades of experience working with commercial and public sector organisations bringing new insights to the toughest challenges, and new ways of working that transform and disrupt. We are the quiet innovators, whose solutions enable government to mitigate risk, optimise performance and accelerate the detection of a whole range of investigations. Our solution is used by public sector and law enforcement organisations across the globe to detect crime and keep vulnerable citizens safe. Where investigations are your core activity, SAS is the solution to trust.