



 comtrac\_

**Revolutionising**  
Investigations

for Commercial Organisations

# Why Companies use Comtrac

Investigations within large commercial organisations demand meticulous attention, especially when they need to address a range of concerns that have the potential to inflict major financial, brand and cultural damage. Comtrac's investigation management software streamlines the complexities often associated with these investigations. Some of the most common areas requiring investigation include:

- \_ workplace safety (OH&S),
- \_ fraud or theft,
- \_ misconduct, abuse
- \_ regulatory breaches, and
- \_ internal and external security breaches.

**Saving  
30% - 60%  
on Time and  
Resources**

## WE CALL IT ELEMENTISING EVIDENCE™

Our Elementising Evidence™ methodology, a strategic approach, facilitates the investigators to understand what breaches may have occurred, that are then linked to a policy/regulation breach, and offer immediate transparency to senior management regarding the case progress and magnitude. **This methodology is further enhanced by our new AI tool, saving even more time!**

Reports can be produced at any point of the investigation to give stakeholders a full picture of what evidence has been uncovered and the likelihood that the claim can be substantiated.

This innovative solution is a configurable SaaS that can integrate with your existing CRM or platforms, making it a versatile choice for commercial organisations where investigations are just one aspect of broader operations.

Comtrac's customers report saving **30% to 60%** on investigation timelines, not to mention improved stakeholder experience and evidence management.



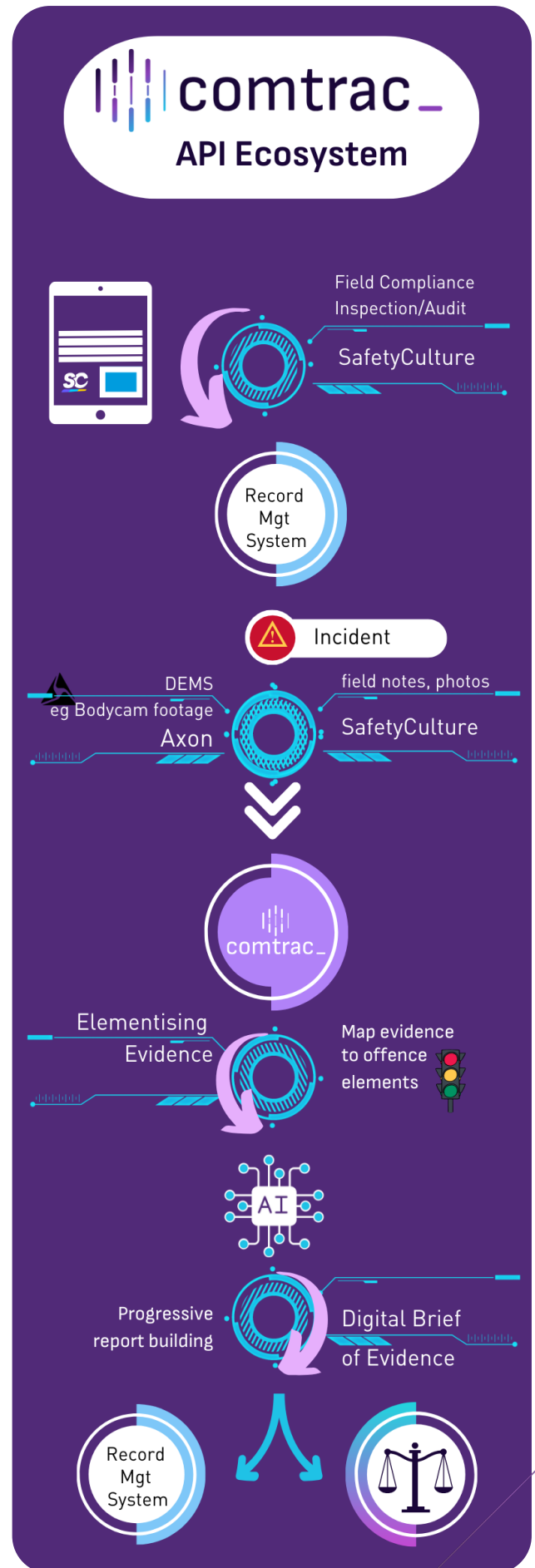
# Future-proofing your Investigations

## Are you ready to start Elementising Evidence™

Our Investigation Specialists can help review your current processes. They have years of experience with businesses like yours, and are ready with advice on how to improve efficiency and consistency with your investigations.

## AI Assisted Mapping Revolutionising Investigations

- \_ Comtrac unveils a world-first advancement in the application of AI services within our investigation matrix, setting new efficiency standards.
- \_ The software processes diverse data types, including video, audio, documents, and images.
- \_ AI accelerates workflow, enhancing accuracy by automatically mapping evidence against investigation elements.
- \_ Comtrac's AI streamlines processes, enabling faster data analysis and informed decision-making.





# The comrac\_ Partner Ecosystem



## THE COMTRAC ECOSYSTEM

- \_ The ecosystem delivers a stepchange in capability with a set of “Best of breed” solutions. Evidence can be imported in seconds from the Axon or SafetyCulture systems, mapped against elements of the offence and automatically included in the auto-generated digital reports.
- \_ The system integration delivers significant time saving efficiencies for our customers and a seamless customer experience.
- \_ The resulting solution is highly configurable, scalable and secure.

### SafetyCulture

- \_ Digitise all the elements of your operations;
- \_ Capture consistent inspection management data and identify areas of improvement;
- \_ Share reports and collaborate across working teams;
- \_ Convert your current paper checklists or Excel spreadsheets into smart inspection forms;
- \_ Assign an action from an inspection if there’s a follow-up task that needs to be done to resolve a flagged item; and
- \_ Identify trends and Hotspots.

### Axon Hardware and Software

- \_ Seamlessly access and import critical evidence from wearables;
- \_ Breaking down data silos;
- \_ Evidence management that keeps getting smarter;
- \_ New insights at lightning speed; and
- \_ Sharing made simple.



# Comtrac at a Glance

## ADVANCED INCIDENT/CASE MANAGEMENT

Fully configurable (no-code) platform  
Case triage (Priority)  
Tailored workload dashboards  
Advanced task management & templates  
Role based access controls  
Configurable forms manager  
Alleged parties allegations  
Report & brief of evidence designer  
Correspondence & attachments  
Online user guide & training (Comtrac Academy)  
24/7 helpdesk support

## SECURITY

Protected level (IRAP) hosting  
ACSC Essential 8  
ISO/IEC 27001  
Australian Government Supplier  
Microsoft Certified Partner

## SAFETY CULTURE IN-FIELD APPLICATION

Field based mobile application  
Capture observations  
Take photographs  
Record video  
Undertake field interviews  
Note continuity features  
Automatically syncs back to Comtrac  
Import field note & attachments to case

## THIRD PARTY APPLICATIONS

Comtrac is an API driven application and has out of the box integrations such as:

MS PowerBI  
ASIC  
Google Maps  
Axon  
Salesforce  
SafetyCulture  
DocuSign

Integration with other 3rd party applications are available on request

## INVESTIGATION, EVIDENCE AND BRIEF MANAGEMENT

Witness management  
Running sheet  
Task management  
Case exhibit register  
AI Assisted Mapping  
Forms manager (e.g. Warrants)  
Evidence matrix / investigation visualisation  
Event chronology  
Automatically generate PDF or DIGITAL briefs of evidence  
Automated investigators affidavit (Witness statement)

# Strategic Investigation Management for Commercial Organisations

## Expert-Driven Design

Developed by investigators for investigators, Comtrac is backed by a team with extensive experience in law enforcement, regulation, compliance, software engineering, and legal matters. This purpose-built software is developed to streamline the investigation process through creating a matrix with elements of the breach or incident, mapping relevant evidence and compiling a status report or full brief.

## Transparent Points of Proof

Comtrac offers a user-friendly interface that is pre-loaded with relevant regulatory information applicable to the industry. The breach or offense/s are generated and mapped with evidence collected throughout the investigation. The software aids in navigating the complexities of legislation, ensuring adequate compliance and transparency. Reports are auto – populated at any given time with the most up to date case information.

## One Secure, Accountable Ecosystem

Whether it's through the Comtrac desktop application or our field-based inspections and auditing application, [SafetyCulture](#), Comtrac delivers transparency across the investigation to all stakeholders. Additional integrations such as [Axon](#) (Bodycam footage) and [DocuSign](#) (traceable document sign off) allows your team to handle incidents within one secure ecosystem, saving time by automating administrative functions, and offering immediate transparency due to on-going reporting.

## Government Grade Security

Comtrac is IRAP assessed and meets all Australian Data Sovereignty laws. Security certification also includes Essential 8 & ISO27001. Comtrac also chooses to abide by the guidelines established in The General Data Protection Regulation 2016 (GDPR) issued by the European Union.

## Customised Integrations, Templates and Reports

Comtrac has all the benefits of an off-the-shelf solution, with the additional advantage of configurability to suit your business. Reports and form templates can be styled to suit your business processes and operations. The Comtrac system customises investigative and compliance workflows while automatically generating digital reports. This tailored approach increases transparency, and reduces time and costs associated with report generation.

## Integration Options with your Existing Platforms

Comtrac can easily integrate with your existing CRM and other platforms, offering a cohesive solution for commercial departments within larger organisations. This ensures a streamlined workflow and provides a centralised hub for all investigation-related activities. Comtrac's solution from incident/breach to evidence mapping, now powered with an additional AI search feature, through to automated report/brief collation creates a transparent status update based on Comtrac's 'traffic light' system. This strategic approach ensures that each investigation is addressed efficiently and professionally with engaged relevant parties from the start.

# Key Benefits



## Early Intervention for Proactive Resolution

Through heightened transparency, Comtrac enables investigators to focus on crucial elements that need validation. This early intervention empowers investigators to identify and gather evidence before legal proceedings or administrative actions commence, ensuring a proactive resolution.

## Prevention of Harm

Leveraging the Elementising Evidence™ methodology, investigators can visualise the strength of their investigation early on. Customise your triage to aid in making critical decisions for proactive actions and preventing harm.

## Enhanced Comprehension for Investigators

Elementising Evidence™ facilitates swift comprehension for newly assigned investigators, by offering a clear view of the evidentiary state upon receiving the case. This eliminates the need for extensive review, ensuring efficient handling without inadvertently seeking duplicate evidence.

## Assessment of Reporting

The Event Chronology and Evidence Matrix allows Directors and third parties to instantly assess the information within the reports. They can identify evidence supporting each breach or incident, its source, strength, and relevance. The platform also highlights areas requiring additional evidence and aids the evaluation process when determining the possible risk and level of liability.

## Transparency and Accountability Activities

Comtrac ensures every step of the incident/enquiry is transparently documented and supported by activity logs with time/date/user stamps. This ensures a clear timeline of documentation and offers a fully accountable process if requires escalation. This offers management the certainty that a credible procedure has been carried out from the start and throughout the investigation.

**Choose Comtrac for commercial investigations – elevating your investigation process with insightful benefits.**



## MORE WINS. LESS TIME

Transform and empower your investigators to build cases that protect us all from harm.

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