

CASE STUDY



ArkCase Streamlines Case Management with VirtualViewer

ArkCase is an open source, enterprise case management platform that was born out of the need for an investigative case management tool, identified by a team that had spent over eight years supporting the FBI's legacy case management system. This platform enables the modernization of business solutions through its content/records management, AI/ML, predictive analysis, reporting, and workflow capabilities. As a company, ArkCase is committed to enhancing and innovating their platform, which they achieve through their interactions with clients. Customer feedback is taken seriously and is used to further enhance a unique, top-of-the-line product.

OVERVIEW

As an adaptive and dynamic case management platform, ArkCase supports a range of business solutions. Situated at the intersection of CRM, ECM, and BPM, the platform helps to minimize the complexity and unpredictability of an organization's caseloads. ArkCase can extend an existing ECM platform and is available for cloud, on-premises, and hybrid deployments, providing flexibility to meet the specific needs of any organization.

With a client list that includes federal government agencies like the US Office of Personnel Management, private sector companies like Sharecare Health Data Services, and independent organizations like the Public Defender Service for the District of Columbia, ArkCase has been deployed to solve a variety of case management needs. From digitizing existing records and streamlining Freedom of Information Act (FOIA) requests to consolidating electronic health records and enabling the secure exchange of information between national regulatory authorities, the platform has been instrumental in transforming the way organizations manage documents.

CHALLENGES

In 2015, the ArkCase team took a closer look at the platform's viewing capabilities for both enterprise clients and community developers. By integrating an advanced viewing module into ArkCase, the team would be able to eliminate the need for native applications like Adobe Acrobat and Microsoft Office. Restricting viewing to a fully featured internal viewer would make it easier to keep personally identifiable information (PII) secure, allow firms to collaborate electronically, and streamline document workflows.

After evaluating their viewing needs, the ArkCase team set out to identify the perfect viewer for their case management needs. That search eventually led them to VirtualViewer. A Java-based HTML5 viewer that supports a wide range of file formats, including PDF, MSO, AFP, DWG, TIFF, and JPEG, VirtualViewer could render and display documents in a web browser, which eliminated the need for downloading files or using third-party plug-ins.

As an API-based integration, the ArkCase team had little difficulty incorporating VirtualViewer into their existing solution and rolling out a new suite of features to users. Since the HTML5 viewer runs on any web browser, there was no need for customers to download additional software or manage files locally. This ensured that all document viewing would remain safely within ArkCase's secure environment to meet the strict compliance standards of government agencies, healthcare organizations, and legal firms.



At ArkCase, we look to integrate best-of-breed products in order to streamline customer's processes. VirtualViewer was a clear choice for our platform due to its seamless integration and robust document viewing capabilities."

RAY AZARM,

VP ENTERPRISE PRACTICE,
ARKCASE



RESULTS



In addition to providing a seamless viewing experience within the ArkCase platform, VirtualViewer also delivered much-needed redaction capabilities across a variety of file types to ensure that sensitive information remains confidential when sharing documents, which is especially vital for FOIA requests and case management.

Text-based annotations were also implemented to facilitate better collaboration while preserving the integrity of the original files. Since VirtualViewer adds metadata to each annotation, clients can easily reference an audit trail to see what alterations have been made to a document, when they were made, and by whom.

Rolling VirtualViewer out to ArkCase customers greatly expanded the platform's functionality and helped them to meet their most complex case management needs. Thanks to VirtualViewer's vast document processing capabilities, one customer was able to eliminate 29,000 boxes of paper-based information as part of their transition to a cloud-based environment.

Where accessing documents used to take days, VirtualViewer's search and viewing features now allows them to pull up the exact file they need in a matter of seconds. Another client was able to incorporate advanced viewing and collaboration features to scale their federal background checks, conducting well over two million investigations each year.

ABOUT ARKCASE

ArkCase is a global leader in open-source and enterprise case management technology by providing a highly configurable, secure, and compliant platform. This platform provides core competencies to modernize an enterprise solution that includes content management, personalized dashboard, AI/ML, predictive analysis, reporting, and workflow. By taking advantage of the latest open-source technologies, ArkCase provides a low-code environment that is cost-effective to implement and maintain.

For more information, please visit www.arkcase.com.

ABOUT ACCUSOFT

Founded in 1991, Accusoft is a software development company specializing in content processing, conversion, and automation solutions. From out-of-the-box and configurable applications to APIs built for developers, Accusoft software enables users to solve their most complex workflow challenges and gain insights from content in any format, on any device. Backed by 40 patents, the company's flagship products, including OnTask, PrizmDoc Viewer, and ImageGear, are designed to improve productivity, provide actionable data, and deliver results that matter. The Accusoft team is dedicated to continuous innovation through customer-centric product development, new version release, and a passion for understanding industry trends that drive consumer demand.

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