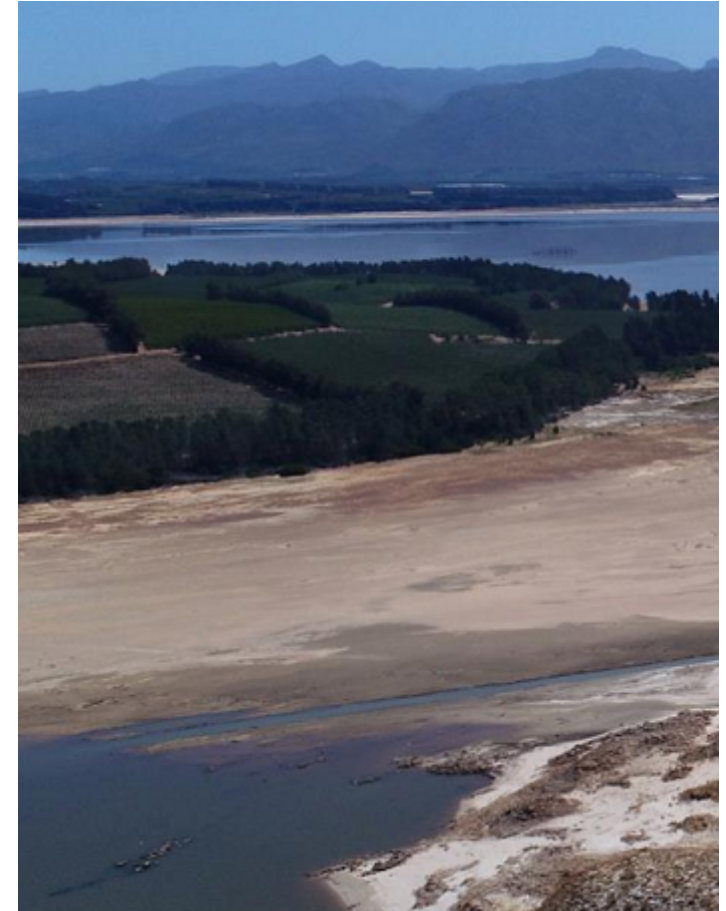




City of Cape Town: Digitalizing Key Investigative Processes with SAP® Investigation Management for Public Sector

A metropolitan population of 3.8 million citizens relies on the City of Cape Town to keep them safe. The city needed an integrated platform for comprehensive case management across fire, social, traffic, disaster risk management, civil defense, law enforcement, and special investigations services.

The city implemented the SAP® Investigation Management for Public Sector package in a three-month project. Thanks to the city's new, single platform for managing investigations, any event requiring investigation can be handled as a case lifecycle, having enhanced process governance standardization and security, data reliability verification mechanisms, better reporting and insights, and improved traceability. With all key investigative processes now digitalized, events requiring investigation have verified system records that can be presented to the relevant authorities for prosecution if necessary, helping the city protect its citizens.



Integrating investigation management across services

Organization

City of Cape Town

Headquarters

Cape Town, South Africa

Industry

Defense and security

Products and Services

Policing and crime prevention, traffic enforcement, by-law enforcement, disaster risk management, emergency services, and emergency communications center

Employees

25,000

Web Site

www.capetown.gov.za

Partner

EOH Mthombo (Pty) Ltd.

www.eoh.co.za

Objectives

- Introduce an integrated platform for investigation management across multiple services in the City of Cape Town
- Digitalize all key investigative processes within the city
- Equip staff to make more-timely and more-efficient data-driven decisions

Why SAP

- Multiple configuration options and low cost of services with the SAP® Investigation Management for Public Sector package
- Capability for integration and data sharing with Cape Town's control center for emergency and nonemergency incidents

Resolution

- Implemented the SAP Investigation Management for Public Sector package, which required no coding or custom development
- Created a single, integrated platform for managing the case lifecycle
- Enhanced process governance and standardization; reduced duplication of existing information; and improved reporting, insights, and traceability

Future plans

- Extend the solution to address contravention management, infringements, and all processing at courts within the city
- Enable access to other key data sets, for example, city planning and permit data, for better decision making and improved service delivery
- Empower mobile field officers to record incidents, objects, locations, and events quickly using SAP Investigation Management for Public Sector

"SAP Investigation Management for Public Sector enables our teams to provide an integrated, immediate, and multidisciplinary response and equips them with accurate, up-to-the-minute situational awareness across all public safety services."

J.P. Smith, Mayoral Committee Member for Safety and Security, City of Cape Town

No

Coding or custom development required

3-month

Project requiring only 240 person-days to execute

Improved

Staff experience with a better platform

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