

SoluSoft

Case management specialist enables up to 10x faster investigations into suspected fraud with OpenText Developer Cloud



At a glance

Industry
Government

Location
North Andover, MA

Challenge
Disparate manual tools for fraud case management slow down investigative work.

About

With more than two decades of experience, SoluSoft is a software development and service company specializing in case management, business process management, enterprise content management, document management, records management, and analytics.

Challenge

Fraud is a substantial challenge in the United States, with losses amounting to billions of dollars a year. Fraudsters employ a wide range of tactics, from submitting false information on welfare applications to using stolen identities to obtain government funds.

Kiran Thakrar, CEO and president at SoluSoft, explained, "Fraud is a significant burden on society. It diverts taxpayer's money away from important social programs and erodes trust in institutions. In cases such as Supplemental Nutrition Assistance Program fraud, some criminals even deprive rightful recipients of their own benefits."

State and federal government organizations have fraud prevention experts to fight these crimes. These investigators interview the parties involved, gather and record evidence, and determine whether to bring forward a civil or criminal lawsuit or impose a penalty.

Products and services

- OpenText Developer Cloud

Success highlights

- Enabled up to 10x faster case management
- Delivered 360-degree visibility of all cases
- Empowered investigators to work from anywhere
- Prepared for AI innovation

“OpenText Developer Services enables us to store and retrieve all investigative correspondence securely. It also gives us a complete audit trail of every action taken during an investigation, providing 360-degree visibility of all cases.”

Kiran Thakrar

CEO and President
SoluSoft Corporation

“Many government organizations rely on disparate and/or manual tools for case management, which slows down their work,” Thakrar said. “For example, some fraud prevention departments use multiple email inboxes and spreadsheets to keep track of correspondence to track where each case is in the process and take targeted action to keep investigations moving forward.”

SoluSoft saw an opportunity to solve these challenges by replacing multiple manual tools with a single, automated platform—helping fraud prevention experts accelerate their investigations.

“We recognized that a specialized fraud case management solution would have a wide range of uses—from welfare and social programs to tax and government loans,” Thakrar said. “We wanted to bring the new solution to market rapidly, and looked for a way to minimize our development time while maintaining high levels of quality.”

Solution

To realize its go-to-market goals, SoluSoft decided to build a new fraud case management solution on OpenText™ Developer Cloud. The company streamlined the development process through a comprehensive set of ready-to-use APIs and cloud services.

Leveraging a long-term partnership to create innovative fraud case management

As an OpenText partner for more than two decades, SoluSoft was confident that building its new solution on OpenText Developer Cloud was the right choice.

“When I saw an early version of Developer Cloud at an OpenText event, I immediately recognized the positive impact it would have on our development process,” Thakrar said. “OpenText Developer Cloud offers a wide range of API-powered information management capabilities straight out of the box, including Content Storage, Viewing and Workflow services. Everything was there, laid out for us. We can use REST APIs from OpenText to deliver many of the capabilities we need.

“Another aspect of OpenText Developer Cloud that we appreciate is its flexibility and elastic scalability. The solution is built on a consumption-based pricing model, which means we only pay for what we use. This allows us to keep operational costs lean as we grow the user base for our new solution.”

Working in collaboration with OpenText, SoluSoft began developing its fraud case management solution. The new solution combines OpenText Developer Cloud APIs with intellectual property developed internally by SoluSoft.

“With SoluSoft technology and OpenText Developer Cloud, we’ve built a solution that allows fraud prevention teams to boost the number of cases processed per week by up to a factor of 10.”

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Rapidly delivering to market by building on proven APIs

REST APIs from OpenText play a key role in the solution’s end-to-end user experience. When a user enters their login details, SoluSoft uses an authentication API to verify their identity. Once logged in, the Workflow Service choreographs the fraud investigation, triggering processes such as creating cases, assigning investigators, and prompting users with reminders to keep cases moving to completion. Using the viewer API, investigators can open case notes and explore documentary evidence.

“OpenText Developer Services enables us to store and retrieve all investigative correspondence securely,” Thakrar said. “It also gives us a complete audit trail of every action taken during an investigation, providing 360-degree visibility of all cases. When an investigation is complete, the Signature API allows investigators to sign their work digitally, attesting that the case information is complete and correct. If necessary, they can then export the entire case file for further action by legal teams.”

By building its new solution on OpenText Developer Cloud, SoluSoft fast-tracked its development process, taking its concept off the drawing board and into production in just six months.

“Without question, OpenText Developer Cloud has significantly reduced our costs and accelerated our development process,” Thakrar said. “Throughout more than 20 years of collaboration, we’ve always been able to rely on OpenText to provide high-quality solutions backed by responsive support, and this project has been no exception. OpenText APIs help us to deliver many of the core services for our new solution, so we have more time to focus on adding value in other areas, like our own semantic search technology.”

Results

Thanks to OpenText Developer Cloud, SoluSoft rapidly launched an innovative case management solution tailored to the needs of teams in state and federal government—helping support the fight against fraud.

10x faster case management

By replacing manual, time-consuming case management with an integrated and highly automated solution from SoluSoft, fraud prevention teams across the United States can accelerate their investigations.

“Many government organizations do not have the budget or the in-house technology expertise to build their own fraud case management solution, but we can now offer them a cost-effective cloud-based solution that’s ready to go within days,” Thakrar said. “With SoluSoft technology and OpenText Developer Cloud, we’ve built a solution that allows fraud prevention teams to boost the number of cases processed per week by up to a factor of 10. This allows teams to process many more cases with the same headcount.”



Resources

[Learn more >](#)

360-degree visibility of all cases

By centralizing and digitizing the fraud management process, teams gain a clear, real-time overview of the status of each case, enabling them to take rapid action if an investigation has stalled.

“Our fraud case management solution provides a 360-degree view of all ongoing investigations,” Thakrar said. “For managers, we provide dashboards that show the total number of cases and their statuses, enabling them to monitor progress and measure performance against service-level agreements. Investigators can also provide complainants with a clear view of what’s happening with their case, which is a big benefit for the public.”

Investigators can work from anywhere

The SoluSoft solution runs in the cloud and is accessible from anywhere with an internet connection, empowering fraud investigators to work on their cases remotely.

“Our cloud solution means that government departments can recruit fraud investigators based anywhere in the country. This makes it easier to attract and retain talent,” Thakrar said.

“Another advantage of our solution is that it removes paper from the fraud investigation process. Everything is digitized, which allows faster information-sharing while reducing the cost and environmental impact of printing, sending and storing documents on paper.”

Prepared for AI innovation

SoluSoft is looking ahead to the next release of its fraud case management solution. The company is confident that OpenText Developer Cloud will help it continue to streamline the user experience.

“The first release of our solution includes AI-powered capabilities such as automated email drafting based on user text prompts,” Thakrar said. “In the future, we plan to incorporate additional AI capabilities such as knowledge graphs—enabling investigators to visually map the relationships between all parties in a fraud investigation.

“With OpenText Developer Cloud, we’ve created a solution that will transform the way government teams investigate fraud—and we’re looking forward to working with OpenText as we iterate and enhance our offering.”