



EEO Case Management

Organizations must comply with federal Equal Employment Opportunity laws — and it's a complex undertaking. How do we know? Because for more than 15 years Tyler applications have processed up to 90% of federal EEO claims annually. We set the standard for EEO case processing.

WHAT IS EEO CASE MANAGEMENT?

EEO Case Management is the next generation of Tyler's EEO case management applications, evolved from the industry-leading ICOMPLAINTS application. The affordable, web-based, enterprise application supports inputting, processing, tracking, managing, and reporting on complaint cases.

Developed specifically to manage the EEO process and generate the Form 462 annual report, EEO Case Management includes functionality that improves the process for agencies and complainants alike. Role-based dashboards enable agency staff to manage their workloads. Built-in business rules ensure compliance with EEOC MD-110, EEOC reporting requirements, and 29 CFR 1614. A secure portal lets complainants enter basic information and track their case status. Robust search capabilities provide quick access to and allows for sharing of data. Internal and external alerts are tied to different events in the EEO complaint process to support compliance, data integrity, and quality reporting.

POWERFUL MODULES TO TAKE YOU FURTHER

EEO Case Management has capabilities well beyond the already complex work of processing EEO claims and generating the annual Form 462 report.

EEO CASE MANAGEMENT: NEXT GENERATION ICOMPLAINTS

- Includes all the functionality of the ICOMPLAINTS application
- Leverages the extensive capabilities of Tyler's Application Platform, powered by Entellitrak®
- Readily connects with Tyler's entire Workforce Management suite, including:
 - Alternative Dispute Resolution
 - Civil Rights Case Processing
 - Labor Relations
 - Reasonable Accommodation
 - Workers' Compensation
 - And more...
- Is architected for the Public Sector
- Is Federally Accredited and Secure

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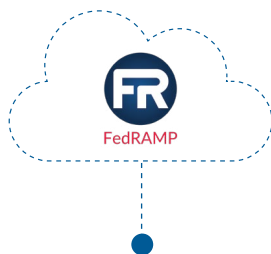
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EEO CASE MANAGEMENT BENEFITS

By tracking every variable in the case management lifecycle, the EEO Case Management application ensures that each step in the EEO process is properly executed, while providing huge gains in productivity:

- Speed implementation with web-based, Section 508 compliant software.
- Quickly generate standard reports and get an immediate overview of important data.
- Instantly receive complaints online and dramatically improve intake efficiency.



FEDERALLY ACCREDITED,
SECURE CLOUD HOSTING

- **Quality Review Management (QRM) module** — By running a Data Integrity Analysis and a Checklist Report on your EEO Form 462 Report, the QRM module is able to expose which sections would pass or fail, before you submit your report. It provides variance information down to individual complaints so you can correct the errors. Once validated, the completed 462 Report can be generated and submitted through the EEOC FEDSEP portal.
- **No FEAR Reporting module** — Pre-formatted screens and data elements enable users to capture all required information quickly and produce the No FEAR Report at a variety of levels and in a range of formats.
- **Access module** — EEO complainants are able to electronically submit complaints, track the progress of their claims, and respond to your team's inquiries. EEO specialists can review submissions before advancing them for processing.
- **Direct Scan module** — This scanning solution skips the desktop, allowing for the direct upload of documents to individual EEO case files.
- **Report Builder module** — The Report Builder module enables users to design, generate, and format ad hoc reports. Once created, reports can be saved as templates, shared with other users, and placed on user's dashboards.

TRAINING AND SUPPORT

Tyler creates and stages events for EEO professionals to network and learn from the experts. What began more than a decade ago as a small six person user roundtable has grown into the Tyler 462 Symposium, which plays host to 200 attendees annually in Washington D.C. Tyler hosts quarterly EEO Case Management/ICOMPLAINTS user forums, and offers a full range of training and support options to help you realize the highest levels of efficiency and performance with EEO Case Management.

TRANSFORMATIONAL TECHNOLOGY AND EXPERTISE WITH TYLER'S APPLICATION PLATFORM

EEO Case Management supports organizations effortlessly — it combines decades of EEO expertise with the transformational power of Tyler's Application Platform.

For further details, please contact our sales team at

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Empowering people who serve the public®

