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SECURE  
AGILE

# The Case for Next Generation Adaptive Case Management



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Our tagline says it all, 'things ✓ done' – from our cutting-edge solutions to our sought after technical staff who provide detailed expertise, to our unique approach of keeping it simple and getting things done, we pride ourselves on movement and solutions as we partner with our client, blending their priorities into each and every decision we make. It's how we work; it's how we get things done.

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## Background

Principles of CANDA Solutions met in 2001 during our mutual tenure at Arbitron. Focused on undertaking serious modernization efforts, we were soon injecting innovation, security, and agility, into the development delivery of corporate platforms. These initiatives included a re-write of the collection, processing and reporting systems that maintained \$250 million of revenue. The result? Decreased processing time for data products from three weeks to three days.

Looking for our next challenge, CANDA Solutions was formed to help transform business and organization efficiency, aligning elegant solutions that are nimble and cost effective.

## Case Management

After working side by side with a variety of federal agencies to implement COTS case management and personnel security focused resource systems, we realized that despite the 'idea of Agile,' implementation was cumbersome, costly and timely. Clients were seeking uncomplicated answers that large systems were unable to provide. They all wanted improved worker productivity, simplified technical implementation, confined expenditures, and a consistent and 'modular' approach to Agile.

We developed our continuous **FARM** process and then took this one step further, creating a case management product, [Fresh Haystack](#). Developed from front line experience and the obvious need for nimble adaptive case management solutions, FARM processing (*Fresh* approach to Agile, *Alignment* of business drivers, stakeholder needs, priorities and outcomes, *Results* driven with a focus on client requirements, all with a *Managed Approach*) and Fresh Haystack changes the case management software field. Instead of taking down what isn't needed, it builds what is needed, easily and securely connecting stovepipes of data resulting in actionable information, dynamically delivered, designed to fit client requirements.

## Agile Delivery

Everything CANDA does is Agile. Our deep experience with case management affords us the insight to determine how and when to use a development or stabilization sprint, or when to create a user story to track velocity, or implement active requirement gathering, system modeling, pair programming, rapid



prototyping, or, simply to just listen and align personalized solutions to client priorities.

We build consensus among diverse stakeholders to facilitate velocity and enable performance and deliver enhancements unique to the delivery process. The success CANDA clients enjoy is a direct result of this fresh approach to Agile implementation, especially within demanding environments. When Agile is truly a team effort, with all preconceived notions, processes, and guidelines stripped away, it becomes more than a discussion, it becomes the fabric of a well-designed implementation, and overall results.

## Fresh Haystack

Fresh Haystack provides 70-80% of what is needed in the security and activity focused case management environment, with a clear focus on offering personalized solutions that address the unique challenges within each organization. Instead of spending time removing functionality that is not needed or too cumbersome, we've developed a modular, secure, case management solution that is nimble, dynamic and provides what clients need, when they need it.

Most of the current case management systems in both public and private sectors target specific industries, while addressing case management concerns, but they lack configurability for the company, the agency, and for specific business processes and organizational needs. These systems are also expensive and require considerable time for implementation and personalized configurations because of the experienced staff and manpower required to manage every aspect of business alignment. This process is challenging, it takes an enormous amount of time, it uses expendable resources, and, in most cases, it is extremely costly due to the nature of the problem. To correctly align the system with the client mission, you need to pass information between stove-piped systems, departments, individuals, and outside organizations.

The critical component for providing the right analysis of various integrated data sources, is the ability to view and manage data in a single, easy-to-use, and easy-to-configure, elegant case management solution. Fresh Haystack (FH) is a case management platform that solves this concern and does not require all heavy inter-departmental coordination, removes multiple manual touch points, paper forms, and automates tracking massive details through the process.



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## Industrial / Personnel Security & Case Management

Serving a variety of case management sectors, we began focusing on the needs of the Personnel Security marketplace. Fresh Haystack was custom tailored for electronic and efficient Security Processing and integrations made easy for many internal and external systems such as Human Resources (HR), Contracts, timesheets, and others. Our platform is providing everything from applicant tracking, recruiting, talent management, on-boarding, automated electronic record checks and collection, security processing and quality review, investigations, adjudication, and interrogatory, to crucial metrics and SLAs.

We also developed employee services such as portal, foreign travel, Continuous Evaluation modules, as well as facility, contracts and asset tracking, security incident management, all centered around self-service needs. This was developed to function as a composite application, combining data and information from across various sources and platforms, while simultaneously presenting a common view that does not own or steward the information.

## Return on Investment (ROI)

Using our FARM process and Fresh Haystack capabilities, allows us to consistently deliver unprecedented results for Defense Industrial Base (DIB), responsible for our National Security who realize a whopping ROI and an increase in efficiency using automation and visibility into the security clearance process. Fresh Haystack brings clarity to candidates, security personnel, adjudicators, investigators and internal auditors. Our modular system is easy to implement, allowing for a rapid, staged deployment with follow-on releases of enhanced features to accommodate program breadth, secure integration needs and evolving requirements.

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*To learn more about Fresh Haystack and our case management solution, please visit [www.freshhaystack.com](http://www.freshhaystack.com) or email [info@freshhaystack.com](mailto:info@freshhaystack.com)*

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