



HOW INTEGRITY AGENCIES ARE STREAMLINING INVESTIGATIONS AND BOLSTERING PUBLIC TRUST WITH NUIX

OVERVIEW

Integrity agencies, around the world, put accountability at the center of work in the public sector. These organizations and bodies focus on ensuring ethical conduct, transparency, and accountability within various sectors, particularly in government and public services. Transparency is fundamental to maintaining public confidence in their work. Tasked with detecting and preventing corrupt conduct, integrity agencies receive and analyze thousands of complaints and conduct thousands of investigations each year.

As integrity agencies aim to build good reputation in the public sector, local governments and leaders are encouraged to report more. This is a positive step, but it has resulted in increased reporting of misconduct or suspect activity, and placed added workloads on assessment and investigations teams. The rise in preliminary investigations by integrity agencies worldwide is echoed in Australia, where one agency saw cases triple from the previous year.

01. CHALLENGE

Navigating a surge of complex investigative demands, one of Australia’s leading integrity agencies wanted to find a new way to manage the influx of data, all while balancing time and regulatory pressures, and the need to protect public trust. This was especially true for the agency’s digital forensic officers, who play a critical role in the investigation process. The team is responsible for receiving, reviewing, and assessing complaints from both the public and public officials, as well as reports made by public sector organizations. The volume and complexity of the data has increased dramatically over recent years, placing significant and continued pressure on the digital forensic officers.

At the start of 2023, the agency experienced a major backlog of over 60 cases, triggered by a series of back-to-back warrants. These items, processed manually, created a bottleneck. With only three digital forensic officers in the team, and a system that relied heavily on manual, time-consuming methods, the team were under pressure and drowning in investigation data.

The integrity agency encourages team members to take annual leave. However, digital forensic officers were faced with a grueling backlog of data upon their return to work. Processing took up to three months per case, draining valuable time and energy from the team and resulting in downstream delays that impacted the entire investigation process.

Furthermore, the standard manual approach risked missing crucial evidence, and burnout was a real concern for the team. The integrity agency was looking for a better way to streamline processes, reduce the burden on the team and deliver faster, accurate investigations.

02. SOLUTION

The integrity agency has been a Nuix customer for 10 years and had previously leveraged simple automation. Midway through 2023 the integrity agency took a step forward on their long-standing partnership with Nuix by implementing Nuix’s latest technology for automation and orchestration. This technology brought transformative capabilities, enabling the agency to achieve unprecedented efficiency.

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With this advanced automation and orchestration technology, our productivity became five times faster. Prior to the implementation, processing a single case took up to five days. With the new technology, that time was reduced to just one day.

Digital Forensic Officer at one of Australia’s integrity agencies

In 2023, the integrity agency processed 24 cases, by 2024, this number more than doubled to 58.



The dramatic reduction in processing times was another notable benefit. By June 2024, the integrity agency had achieved 95% automation with the advanced technology. This marked a game-changing shift in how they handled information. Prior to automation, it was impossible to process matters within the first 10 days of receipt. However, the enhanced capabilities, the agency had a 5x increase processing 53 matters within 10 days.

In addition, Nuix advanced automation enabled a 24-hour processing queue meaning investigators could complete warrants, and immediately receive notifications that electronic evidence is being processed the same day. Cases that once took weeks or even months are now processed in a matter of days.

The technology has also increased job satisfaction, leading to more fulfilling work and better staff retention, which is crucial given the scarcity of digital forensic officers.

“Nuix has made our teams’ lives easier and their jobs more rewarding. Electronic evidence is now processed overnight and ready before they return to work the next day. Previously, our team would be in the office processing this data themselves. Now, the completed results are sent via email while they enjoy their leisure time after work. Removing menial tasks also means our staff are more fulfilled by their work.”

– Director at one of Australia’s integrity agencies.

The team was also impressed with the Nuix implementation process and was able to configure the new capabilities into their Nuix environment and resolve implementation issues swiftly with Nuix support.

“The implementation process was seamless and Nuix provided an instant, single fix for any minor issues. We didn’t have to wait for a quarterly software update as is often the case with technology providers.”

– Digital Forensic Officer at one of Australia’s integrity agencies



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Nuix provides a level of explainability that manual processes simply can’t match. This confidence in the accuracy and consistency of our evidence bolsters public trust in the integrity of our work.

Director at one of Australia’s integrity agencies.

ACCURATE EVIDENCE IN COURT

The accuracy and reliability of evidence is paramount in anti-corruption investigations, and evidence must stand up before a judge, jury and the public.

Nuix's latest technology for automation and orchestration has delivered improvements in speed and accuracy, while ensuring the integrity agency's results are explainable in court, and to the public. With this advanced automation and orchestration technology, Nuix automates routine tasks, providing digital forensic officers with the capacity to dig deeper into the data. This enables them to uncover nuanced insights and answer more complex questions.

The accuracy of evidence is also important as integrity investigations carry immense responsibility. The outcomes often have significant consequences for individuals' careers and lives, as false information can lead to unjust punishments or wrongful terminations.

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Explainability in court is crucial. A judge, a jury, and the public can have confidence in the way we processed evidence with Nuix because it is explainable, it is consistent, and it's auditable. It's far better than a person taking notes, and the digital forensics officer can be confident in their statement to the court.

Director at one of Australia's integrity agencies.

This consistency is key not only for maintaining productivity but for ensuring integrity of the work. Nuix applies the same processing profiles and methods every time, regardless of who is using it or when. As a result, the team focuses on higher-level analysis and decision-making, confident that the processing of the evidence has been handled consistently and accurately.

“Before we embarked on this automation path, one of the key challenges was getting consistency. When three different team members performed a manual process, even with a standard operating procedure, there could still be nuances in how tasks were done. With Nuix's latest technology for automation and orchestration, we have achieved consistency, and that has been a big win for us. We can now be confident that the processing profiles and actions are consistent every single time.”

Digital Forensic Officer at one of Australia's integrity agencies.

The flexibility of the product has allowed the integrity agency's digital forensics team to uplevel their work, offering in-depth analysis and streamlined workflows. Automating manual processing tasks means the team can focus on higher-value activities. Tasks that were once time-consuming – such as backing up a forensic image – are now handled through Nuix, freeing up resources for strategic priorities.

“Nuix empowers the team to deliver more projects while spending less time executing tasks. Their time is redeployed into more strategic business initiatives, increasing job satisfaction. On top of this, what has really stood out is Nuix's ability to equip the team with accurate, consistent results, which are crucial for investigations and maintaining public trust.”

– Director at one of Australia's integrity agencies.

DIFFERENT APPROACH, CONSISTENT RESULTS

Nuix ensures consistency across the integrity agency's small team of three digital forensic officers. Prior to using the with the advanced automation technology, the team was working late into the evening or over weekends to meet tight deadlines. Now, no matter when the work is completed, Nuix's advanced automation and orchestration technology processes data quickly and consistently.

One of the key benefits has been reduction in idle time.

Weekends and evenings are now utilized for continuous automated processing, ensuring the evidence is ready when needed, without delays or the need for manual intervention.

LOOKING AHEAD

Based on success with Nuix's latest technology for automation and orchestration, the integrity agency is considering a pathway to Nuix Neo Investigations solution, and they are keen to see the advantages that cognitive AI could deliver.

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We can't think about life without Nuix advanced automation and orchestration technology. The technology helps [the integrity agency] to find truth in the data and maintain trust within the public sector. We look forward to building on our long-running, successful partnership.

Digital Forensic Officer at one of Australia's integrity agencies.



FINDING TRUTH IN A DIGITAL WORLD

Learn more about Nuix
or contact us for a free demo
www.nuix.com/contact-us



Nuix (www.nuix.com, [ASX:NXL](https://www.asx.com.au/ASX/NXL)) is a leading provider of investigative analytics and intelligence software, that empowers our customers to be a force for good by finding truth in the digital world.

We help customers collect, process and review massive amounts of structured and unstructured data, making it searchable and usable at scale and speed, and with forensic accuracy.

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