



PUBLIC SECTOR INTEGRITY //

AN AUSTRALIAN INTEGRITY AGENCY CONSOLIDATES ITS INVESTIGATIONS ON NUIX NEO

OVERVIEW

Integrity agencies place accountability at the centre of public sector work. They focus on ethical conduct, transparency and accountability, particularly in government and public services, and transparency is fundamental to maintaining public confidence. Tasked with detecting and preventing corrupt conduct, these agencies receive and analyse thousands of complaints and conduct thousands of investigations each year.

As reporting of misconduct and suspect activity has risen, the workload on assessment and investigation teams has grown. One of Australia's Integrity Agencies, a Nuix customer for more than a decade, has felt this pressure directly. In FY26 it committed to consolidating its investigation workflows onto Nuix Neo under a five-year agreement.

THE CHALLENGE

The agency's digital forensic officers play a critical role in its investigations. The team receives, reviews and assesses complaints from the public, public officials and public sector organisations, and the volume and complexity of that data has increased over recent years.

For a small team of digital forensic officers, slow manual methods created bottlenecks and backlogs. Delays flowed through to the wider investigation process, the manual approach risked missing crucial evidence, and burnout was a real concern. The agency wanted a better way to streamline processes, reduce the burden on the team and deliver faster, accurate investigations.

THE SOLUTION

The agency has worked with Nuix for more than a decade. In its earlier investigations it used Nuix Workstation, Nuix Investigate and Nuix Rampiva automation to bring automation and orchestration to its work. Routine tasks were handled automatically, which freed digital forensic officers to spend more time analysing data and answering complex questions.

That automation and orchestration changed how the team worked. A processing queue running 24 hours a day meant electronic evidence from executed warrants could be processed on the same day, so cases that once took weeks or months were completed in days. Evenings and weekends were used for continuous automated processing, which reduced idle time and removed the need for manual intervention. The team also reported greater job satisfaction and better retention, which matters given the scarcity of digital forensic officers.

Building on this long partnership, in FY26 the agency signed a five-year agreement to consolidate its investigation workflows onto Nuix Neo. Nuix Neo brings its automation, orchestration and investigation work together on one platform, and it adds knowledge graph analysis through Linkurious. Investigators can use it to reconstruct the connections between people, organisations and transactions across multiple levels of separation. Following the thread of corruption is central to the agency's mandate, and being able to trace those links at scale supports that work.

HOW NUIX SUPPORTS THE AGENCY'S WORK

The agency's work with Nuix, and its move to Nuix Neo, brings benefits across several areas:

- > **Automation and orchestration:** Routine tasks are handled automatically, giving digital forensic officers the capacity to examine data more deeply.
- > **Faster evidence processing:** A processing queue running 24 hours a day allows electronic evidence to be processed on the same day, so cases that once took weeks or months are completed in days.
- > **Knowledge graph analysis:** Through Linkurious in Nuix Neo, investigators can reconstruct the connections between people, organisations and transactions across multiple levels of separation, and follow them at scale.

- > **Consistency:** The same processing profiles and methods are applied every time, regardless of who runs them or when.
- > **Explainability in court:** Results are explainable, consistent and auditable, which supports evidence that must stand up before a judge, jury and the public.
- > **Reduced idle time:** Evenings and weekends are used for continuous automated processing, without delays or the need for manual intervention.
- > **Better retention:** Removing routine tasks has made the work more rewarding and improved staff retention.

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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

ACCURATE EVIDENCE AND PUBLIC TRUST

Accuracy and reliability of evidence are paramount in integrity agency investigations, and evidence must stand up before a judge, jury and the public. Corruption harms the communities these agencies serve, and their investigations carry significant responsibility, because the outcomes can have serious consequences for people's careers and lives.

By automating routine tasks and reconstructing the connections in their data, Nuix has given the agency's digital forensic officers the capacity to dig deeper and answer more complex questions, while applying the same processing profiles and methods every time. Consistent, explainable and auditable results support both the integrity of the work and public confidence in it.

LOOKING AHEAD

By consolidating its investigation workflows onto Nuix Neo, the agency brings its automation, orchestration, investigation and knowledge graph work together on one platform under a five-year agreement. It is keen to see the advantages that cognitive AI could deliver, and plans to build on a partnership with Nuix that now spans more than a decade.

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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

FINDING TRUTH IN A DIGITAL WORLD

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