



# Modernizing Drug Task Force Operations with Kaseware

How one multi-jurisdictional narcotics team transformed investigative workflows, improved case integrity, and streamlined felony filings with Kaseware

2025





# Summary

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A drug task force in a Western U.S. metro region needed a better way to manage complex narcotics investigations, especially long-term cases that span multiple agencies. After years of relying on outdated systems, the team turned to Kaseware to streamline case management, improve data tracking for federal reporting, and enhance their ability to connect intelligence across investigations. Since implementing Kaseware, they've seen **dramatic improvements in efficiency, collaboration, and investigative outcomes**, laying the foundation for smarter, more proactive drug enforcement.



# About the Agency

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This multi-jurisdictional drug task force brings together officers, detectives and analysts from several local law enforcement agencies to target mid- to high-level drug trafficking organizations (DTOs). As a collaborative task force with a mission to disrupt and dismantle DTOs, they serve both urban and suburban communities across a wide metro area. The team works on both short-term operations and long-term investigations involving controlled buys, sensitive information, and court-authorized wiretaps.

As a federally designated High-Intensity Drug Trafficking Area (HIDTA) initiative, the agency is also responsible for detailed federal reporting and intelligence sharing. And they play a critical role in addressing community-driven issues surrounding narcotics complaints through proactive investigative work.

While their home agencies use separate records management systems (RMS), this group **utilizes Kaseware** as their primary platform for case documentation, investigation tracking, and statistical reporting. As a result, the agency must often **work across technical and jurisdictional silos to manage its complex caseload and deliver successful case outcomes.**



# The Challenge

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Before Kaseware, the task force managed cases using a patchwork of legacy systems and manual workflows. Reports were written in PDFs, stored in digital folders, and organized by case number—making collaboration and oversight incredibly difficult. Their existing RMS was described as “archaic,” and was used more for storage than for managing investigative workflows. Additionally, each contributing agency used a separate RMS, creating barriers for information sharing.

This team’s cases often required extensive documentation for felony filings with the District Attorney (DA). Any misstep in managing discovery materials, whether turning over all required documents or withholding sensitive informant data, could risk the entire prosecution. Intelligence gathering, managing sensitive information, and deconfliction across jurisdictions also posed ongoing challenges.





# How **Kaseware** Helped

Kaseware became the centralized platform for the task force's investigative casework. It replaced fragmented manual processes with structured workflows, enabling:



**Felony Return Filing:** Officers now submit complete case packets in the DA's preferred format, using auto-generated templates in Kaseware.



**Long-Term Case Management:** Investigators track every facet of an operation—timelines, reports, supplemental documents—all in one place.



**Search and Discovery Efficiency:** Officers can instantly find any case report or individual by name, saving hours of manual review.



**Case Customization:** When the DA's office requested specific formatting, Kaseware enabled users to easily build reports to match.



**Sensitive Information Management:** The team now manages sensitive information digitally and securely within the platform, replacing locked paper files with access-controlled profiles.








**Statistical Reporting for HIDTA:** As part of a High-Intensity Drug Trafficking Area (HIDTA) initiative, the agency must report seizure, arrest, and DTO tracking data. Kaseware's data tools make it simple to pull and submit this information.

“I really appreciate how intuitive the case filing interface is in Kaseware. Instead of jumping between multiple pop-up windows, everything is presented in one clean, scrollable document. It's easy to click through and quickly scan case reports. The search function is also incredibly helpful. I can enter a name and instantly see which cases that person is connected to. It's a huge time-saver and makes navigating complex investigations so much easier.”

- Detective, Drug Task Force

# How the Task Force Utilizes Kaseware

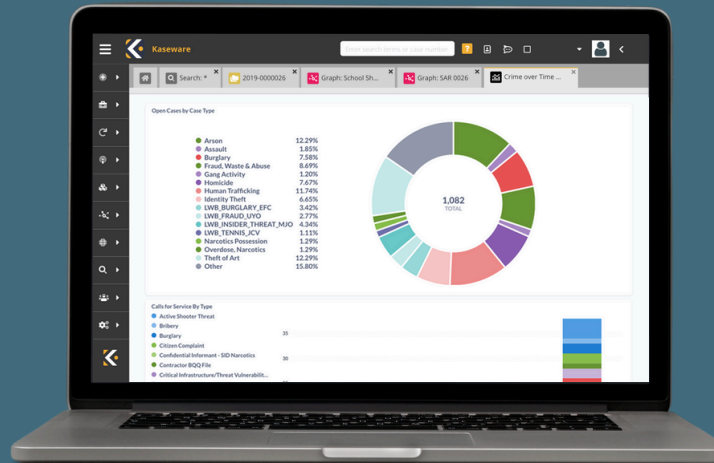
Since adopting Kaseware, the task force uses it for the **full lifecycle** of an investigation:

-  Intake of public tips and assigning leads
-  Managing reports and intelligence across agencies
-  Assigning follow-ups, conducting surveillance, and organizing evidence
-  Coordinating case materials for felony prosecution
-  Managing large media files, like surveillance video

They are also exploring integration opportunities with external systems, like state-run deconfliction platforms and OSINT tools. Kaseware's adaptability has made it possible to shape the software around their needs, allowing the platform to grow with the team.

## Kaseware in Action

One standout case highlights the platform's end-to-end impact. After receiving numerous community complaints about a suspected drug house, tips were routed through Kaseware and assigned to a detective. With support from intelligence analysts, the team conducted surveillance, obtained a search warrant, and executed an arrest. All investigation details were managed and organized within Kaseware, and the complete case file was submitted to the DA's office—seamlessly moving from tip intake to prosecution.



# The Results

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While still early in implementation, the impact of using Kaseware has been clear:



## Significant Time Savings

Detectives report saving hours previously spent sifting through PDFs and folders. Everything they need is now searchable and centralized.



## Improved Case Integrity

Consistent, standardized case files reduce risk in the DA review process and bolster prosecutorial success.



## Better Intelligence Gathering

As data accumulates, the team can now spot patterns across investigations, revealing new associations, locations, and individuals tied to drug networks.



## More Secure Informant Management

With access controls and digital logging, sensitive information can be managed with greater accountability and security.



## Enhanced Flexibility

The agency can evolve their workflows and reporting needs without requiring extensive vendor involvement or custom development.

“We’ve run several cases through Kaseware, and it’s consistently helped us achieve successful outcomes. Having everything in one place makes managing cases so much easier. I can quickly review reports, search case details, and pull up everything tied to a specific person with just a name.

It’s a huge improvement in how we work.”

– Detective, Drug Task Force

# About Kaseware

Kaseware is a powerful investigative case management system designed by former FBI Special Agents to streamline complex investigations for public safety, security, and intelligence teams. From felony filings to long-term investigations, Kaseware empowers multi-agency teams to work collaboratively, manage intelligence securely, and stay mission-ready.



Interested in learning how Kaseware can support your agency's drug enforcement efforts?

[Schedule a demo](#)





# KASEWARE

## Mission Focused. Outcome Driven.

One system to connect investigative teams and tools to identify, uncover, and protect



### Backed by Expertise

Founded by former FBI Special Agents our platform is continuously guided by former law enforcement and security professionals.



### Consolidate to One System

Collect, analyze, and connect information and people working an investigation in a single place, for a single pane of glass view.



### Highly Configurable

Modify the platform to your unique workflows and processes to maintain compliance, avoid mistakes, and make connections.

[Schedule a Demo](#)

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