

Find 360

POSITIONING PACK: CASE & INVESTIGATION MANAGEMENT · JUNE 2026

“The connection you’re looking for is *already* in your data.”

Find 360 maps the relationships hiding inside your Salesforce case records — so investigators, case officers, and analysts can see the full picture instantly, without manually cross-referencing files.

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Find 360 for Investigations & Case Management

The connection you're looking for is already in your data.

THE SCENARIO

You have the records. What you don't have is the picture.

Complex cases and investigations generate enormous volumes of data. Every interview creates contact records. Every address becomes a data point. Every company, vehicle, property, and associate gets logged in the system. A single investigation can produce thousands of interconnected records spread across cases, matters, and enquiries that span months or years.

The problem isn't capturing the data. The problem is seeing how it connects.

An investigator working a fraud case opens the record for a person of interest. What they can't see — without spending hours manually cross-referencing — is that this individual was listed at an address that appeared in a separate case eighteen months ago. That the company they're a director of shares a registered office with an entity already under investigation by another team. That a co-located individual from a seemingly unrelated matter is connected to the subject through a third party who has appeared in two prior cases.

These are the connections that break cases open. And in most systems, they're invisible — not because the data isn't there, but because no human can manually hold thousands of records in their head and spot the links across multiple cases, timeframes, and entities.

When investigators have to rely on manual cross-referencing, keyword searches, and institutional memory to find connections, critical links are missed. Cases take longer. Evidence gaps go unnoticed. And the full scope of a network — whether it's an organised fraud ring, a complex regulatory breach, or a multi-jurisdictional matter — only becomes visible after exhaustive manual analysis, if at all.

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Investigative success increasingly depends on the ability to identify non-obvious relationships across large, fragmented datasets — not merely to search for specific records by name or keyword.

Law enforcement sector research

Make every connection visible — directly inside Salesforce.

Find 360 turns your case and investigation data into a living, interactive relationship map. For case officers, investigators, and analysts, that means a single click on any record — a person, address, company, vehicle, or case file — reveals the full web of connections between that entity and everything else in your database, laid out visually, at a glance.

Instead of running separate searches across multiple cases and manually piecing together results, investigators see the relationship graph immediately. Find 360 traverses multiple degrees of connection — not just direct links, but second and third-degree paths — so you can identify networks, clusters, and hidden links that span across cases, timeframes, and entities.

For multi-case investigations, Find 360 lets analysts see when a person, address, or entity that appears in one case has connections to subjects or entities in other matters — even when those cases are being worked by different teams or were opened months or years apart.

For case management, Find 360 gives case officers an instant context view when they open any record. Instead of seeing a contact in isolation, they see the full relationship picture — related parties, linked addresses, associated entities, prior interactions, and cross-case connections — all rendered as a navigable map.

For regulatory and compliance work, Find 360 helps analysts identify the full scope of an entity's relationships — directors, shareholders, related companies, shared addresses, and historical affiliations — supporting thorough due diligence and ensuring that investigations consider the complete network, not just the individual.

WHERE FIND 360 MAKES A DIFFERENCE

Complex Investigation Support

Give investigators a visual map of every connection between subjects, persons of interest, addresses, entities, and co-located individuals — across all cases in your database. Surface non-obvious links that would take hours of manual cross-referencing to find.

Multi-Case Linkage Analysis

Identify when a person, address, or entity in one case is connected to subjects or entities in other matters. Reveal the full scope of a network — even when cases are worked by different teams or span different timeframes.

Case Context & Onboarding

When a new case officer opens a record, they see the full relationship picture immediately — related parties, linked addresses, associated entities, prior interactions. No ramp-up time. No missed context from officer turnover or case handovers.

Regulatory & Compliance Due Diligence

Map the complete relationship structure of an entity under review — directors, shareholders, related companies, shared addresses, historical affiliations. Support thorough investigations with a visual network that leaves no connection unexamined.

HOW IT WORKS INSIDE SALESFORCE

Find 360 is a native Lightning component — no integration, no separate platform, no data export required.

1 Drop it into your Lightning page

Install from the AppExchange and add to any case, contact, account, or custom object page using Lightning Page Builder. Works with standard and custom investigation objects.

2 Open any record and click to explore

A single click launches the Find 360 relationship map. Every connection — across cases, entities, addresses, and individuals — radiates outward from that record as interactive nodes.

3 Follow the connections

Hover to preview details. Click to expand further. Drag to rearrange. Trace relationship paths across multiple degrees of connection to identify networks, clusters, and hidden links.

4 Share the picture with your whole team

Because Find 360 lives inside Salesforce, every connection insight is accessible to every team member with the right permissions — ensuring that investigative knowledge doesn't walk out the door when an officer moves on.

INVESTIGATION USE CASE NARRATIVES

Uncovering a Cross-Case Network

A case officer is investigating a suspected fraud involving a small logistics company. The company record looks routine — two directors, a registered address, standard trading history.

The officer opens the record in Salesforce and clicks Find 360. The relationship map immediately shows that one of the directors was previously listed at an address that appeared in a separate fraud investigation closed twelve months ago by a different team. A second-degree connection

reveals that the other director's spouse is a shareholder in an entity that shares a registered office with a company currently under active investigation.

Three cases. Three teams. One network — visible in seconds, not weeks.

Accelerating Case Onboarding

A senior investigator retires after fifteen years. They've been the institutional memory for dozens of ongoing matters. In most organisations, their departure creates an immediate knowledge gap.

With Find 360, the incoming case officer opens any record and immediately sees the full relationship context — related parties, linked entities, cross-case connections, and historical interactions that the previous officer knew from memory. The visual map ensures that critical context doesn't disappear when personnel change.

Regulatory Due Diligence

A regulatory analyst is conducting a review of an entity suspected of complex corporate structuring. The standard database search returns the entity's directors and registered address — useful, but incomplete.

Find 360 expands the picture. The map shows that two of the entity's directors are connected through a previous company at a different address. One of those directors has an active relationship with an individual who was flagged in a separate regulatory matter two years ago. A shared registered office links the entity to three other companies, none of which appeared in the initial search.

The analyst now has the complete relationship structure — and can confidently scope the investigation knowing that no connection has been missed.

WHY THIS MATTERS FOR INVESTIGATIVE TEAMS

- **Speed** Connections that would take hours or days of manual cross-referencing appear in seconds.
- **Completeness** Multi-degree exploration ensures that indirect and non-obvious links are surfaced — not just the direct connections a keyword search would return.
- **Continuity** Relationship intelligence is captured in the system, not in an individual officer's memory. Teams maintain full context across personnel changes and case handovers.
- **Defensibility** A visual relationship map provides clear, auditable documentation of how connections were identified — supporting evidentiary standards and review processes.
- **Security** All relationship mapping happens inside your Salesforce instance. No data is exported to third-party platforms. Sensitive investigative data stays within your existing security boundary.

While every organisation's results will vary based on data quality and adoption, investigative teams using Find 360 can expect:

- **Faster case progression** Cross-case connections surfaced in seconds rather than days of manual analysis.
- **Higher detection rates** Non-obvious links and networks identified that keyword searches and manual review would miss.
- **Reduced onboarding time** New case officers see full relationship context immediately, reducing reliance on institutional memory.
- **Stronger evidentiary documentation** Visual relationship maps provide auditable records of how connections were identified.
- **No missed connections: Multi-degree exploration ensures that no link** direct or indirect — goes unnoticed.

Tagline Options

- The connection that breaks the case is already in your data.
- See the full network. Not just the file.
- **Every link. Every entity. Every degree of separation** mapped.
- Connect the dots that manual review can't find.
- **Investigative relationship intelligence** inside Salesforce.

Keywords & Tags

relationship mapping · investigation case management · linkage analysis · fraud investigation · regulatory compliance · due diligence · entity resolution · network analysis · cross-case analysis · corporate intelligence · Lightning component · relationship intelligence

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Find 360 is a native Salesforce Lightning component, available on the AppExchange.

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