



Conductor for Regulatory Case Management

One governed case record from the first filing to the final order and everything the order requires afterwards. It is built on Conductor, Kineteck's case management platform, and **already runs regulatory work in production at a state public utility commission.**

THE PROBLEM

Regulation runs on procedure, and most agencies keep that procedure in several places at once.

A regulatory case carries statutory deadlines, due-process steps and a record that courts and the public may examine. Most agencies spread that across a filing system, a document store, calendars and spreadsheets, and cases slip in the gaps.

Conductor puts it all on one record. **Deadlines are calculated from where the case actually stands, not copied into a separate calendar.**

WHERE CASES SLIP TODAY

- ◆ **Deadlines are kept by hand** in a calendar that knows nothing about the case.
- ◆ **Filings arrive in one system** and staff re-key them into another to start work.
- ◆ **Who owns a case** sits in email threads and a manager's memory.
- ◆ **Division boundaries are enforced by convention**, not by the system.
- ◆ **Open-records requests are expensive** because the history has to be rebuilt by hand.

BUILT FOR

Public utility & public service commissions

State regulatory agencies

Professional licensing boards

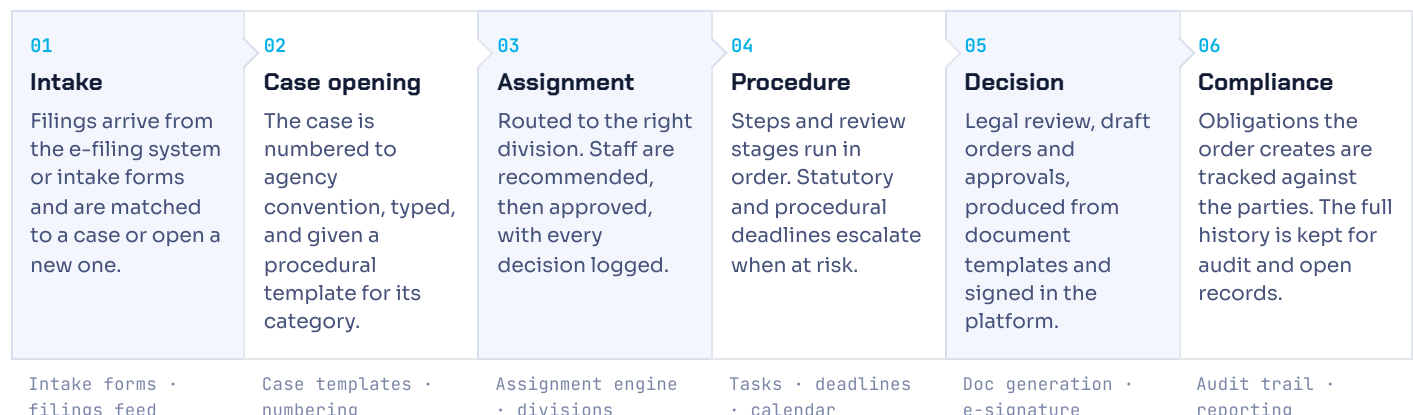
Ethics & oversight commissions

Permitting departments

Administrative hearing offices

HOW A CASE MOVES

From filing to compliance on one record



Underneath every stage: role-based access, division walls, a before/after audit trail and single sign-on

What an agency gets on day one

These capabilities come from the Conductor platform and the modules already delivered across the Conductor family. They are configured for regulatory procedure rather than written from scratch.

Dockets & case records

- Numbering that follows the agency's docket conventions
- A procedural template for each case category, so a new category launches without a software release
- Linked and related matters, advanced search, and a single case view

Deadlines that know the case

- Statutory and procedural deadlines generated from the case's own steps
- Due dates that account for holidays, with overdue alerts and escalation
- A deadline calendar, with deadlines synced to assignees' work calendars

Divisions & access control

- Divisions share one platform while their caseloads stay walled off from each other
- Role-based access enforced on every record, not just on screens
- Single sign-on with the agency's identity provider, plus MFA and encryption at rest

Collaboration & notice

- Threaded comments and @mentions on cases, steps and documents
- Emails triggered by the process, each linking straight to the right case page
- Requests for information tracked against the case they belong to

Filings & intake

- A feed from the agency's existing e-filing system that matches filings to open cases
- Configurable multi-page intake forms with conditional logic and saved progress
- Typed, versioned document upload, plus OCR extraction from scanned forms

Assignment & workload

- Recommend-then-approve assignment, round-robin or role-based
- Availability shown so no one is overloaded, and every assignment event logged
- "My Cases" and "My Team's Cases" dashboards for staff and supervisors

Review, orders & documents

- Legal review and approval steps within each procedure
- Letters, notices and draft orders generated from templates as PDF or Word
- Legally binding e-signature, and document bundles for the record

Record, audit & reporting

- An unalterable audit trail of every change, with before/after values and who made it
- Caseload and timeliness dashboards, plus login and access history
- An OData feed to Power BI or Excel for oversight and legislative reporting

PROVEN IN PRODUCTION

Running regulatory work at a state public utility commission

Conductor manages regulatory cases across several divisions of a state utility regulator. It is delivered and extended in two-week sprints, with each release tested under every user role.

Filings to cases, automatically

New cases arrive overnight from the agency's filing system, with their filings and service lists already attached. Nothing is re-keyed.

Deadlines from the record

Internal, procedural and statutory deadlines on one calendar. A final-order filing is detected automatically and starts the post-order countdown.

Recommend, then approve

Assignments go through a two-step recommend-and-approve process where the division requires it, and each decision is logged against the case.

One view of the case

A milestone rail from intake to closure, with activity, filings, service list, documents, deadlines and history on one page.

Division walls

Each division sees its own caseload. Cases outside a user's division stay out of reach.

Documented for every role

A user guide organised by role, generated from the live application, so the guide stays in step with each release.

Built to be defended

Regulatory systems answer to courts, auditors and the public, so what the system does has to be visible and defensible. Conductor declares who can see and do what explicitly. Every release is tested the way the agency's staff actually use it, and procedure stays in configuration so it can change as fast as the rules do.

See it

Access is declared per role and per record, so reviewers can see exactly who can read or change what, instead of taking the vendor's word for it.

Prove it

Every release is exercised as each real user role before it ships. A green build alone doesn't count as done.

Change it

New case categories, steps, templates and assignment rules are configuration, so rule changes don't wait for a re-platform.

HOW WE DELIVER

Configured first, then extended where the agency is different

Sprint 0 Procedures, case categories, roles and divisions are mapped into Conductor configuration.	Delivery sprints Two-week sprints configure and extend the platform, with working software at each review, integrations built early, and access verified on every build.	UAT Agency staff test real procedures under their own roles.	Hypercare Stabilisation after go-live, a handover to support, and a user guide for every role.
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HOSTING & LICENSING

Run it where it suits the agency

SIMPLEST

Kinetech-hosted subscription

One subscription covers the application, hosting, operations and support. It is the quickest route through procurement, and there is nothing for the agency to run.

The agency's cloud or data centre

Deploy to the agency's own public, government or private cloud, or on premises. Kinetech operates it there or supports the agency's team. The agency can move between models later without changing products.

EXTEND WHEN READY

Modules available across the Conductor family

Public portal for external filers & account requests

E-signature via Dropbox Sign

OCR intake with Amazon Textract

Kanban & milestone pipelines

Multi-program tenancy

Scheduled compliance report packages

GIS mapping (Esri, ArcGIS)

Payments for fees & penalties

AI assist: summarisation, pre-fill, drafting

See it on a real procedure

Bring one case category. We'll show it running in Conductor, from filing to final order.

kinetechcloud.com/demo →