

# G-Cloud Service Definition

NEC Interventions Manager

Crown  
Commercial  
Service  
Supplier

# NEC Interventions Manager - Service Definition

## Service Definition

This Service Definition is relevant to Policing and Justice sectors. The service is provided by NEC Software Solutions (NEC).

The NEC Interventions Manager Standard G-Cloud Service is available as:

- NEC Interventions Manager Software as a Service (SaaS).

## Overview of G-Cloud Service

NEC specialises in the provision of products, professional services and secure hosting to the Policing and Justice sectors. We have developed and supported a variety of solutions and provided secure hosting and other professional services to Central Government and the public sector. We also provide secure accredited cloud hosting to other suppliers and government as Software as a Service (SaaS) offerings. NEC is ISO 27001:2301 and Cyber Essentials Plus certified. Our Information Security Management System (ISMS) is core to all our operations, both in terms of development and support. NEC staff are security cleared to SC level. Our ongoing security awareness training ensures they remain abreast of, and fully understand, the absolute primacy of information security:

- We deliver cost effective solutions on time and within budget
- Work in an Agile, Flexible, Open, Honest and Transparent way
- Provide support and development of open source and legacy application
- Offer high availability and advanced security
- Operate with a well-respected and highly praised support team.

All our prices are transparent, ensuring you get the very best deal without worrying about any hidden costs or features.

Our tiered managed services approach ensures you are not overcharged for any unnecessary add-ons. We value our customers and want the best solution to fit your needs.

## What is NEC Interventions Manager?

NEC Interventions Manager is an easy to use solution for managing a wide range of service-user interventions across probation, prison, youth justice and non-offender environments. NEC Interventions Manager supports the scheduling, management and reporting for all types of interventions, from complex accredited group-work programmes to specialist structured interventions and Unpaid Work. NEC Interventions Manager is available on browsers over secure internet and interfaces with NEC Media Manager and NEC Pathways to create an integrated Case Management, Intervention and Quality Assurance solution.

### NEC Interventions Manager:

- Integrates with Case Management systems for an automated referral process.
- Designed to support HMPPS Accredited Programmes.
- Now supports a range of other Intervention types, including structured one to one or group work activities, Unpaid Work and Education programmes.
- Suitable for Community and Secure Estates (Prisons, Young Offender Institutions and others).
- Provides full reporting capabilities for local teams and nationally.
- Has been developed using open source, committed to open standards.

### Our Partners

We're partners with the Ministry of Justice (MoJ) and Youth Justice Board (YJB). Our software supports the Probation Services and every HMP in England and Wales. We also work with 95% of UK local councils and all regional police organisations.

### Who is NEC Interventions Manager aimed at?

NEC Interventions Manager is aimed at a wide range of public service agencies including those operating in the following sectors:

- Adult Justice (Prisons, probation)
- Youth Justice (Youth Offending Teams, Young Offender Institutions)
- Education and Training
- Police (Out of court disposals).

### Example Use Cases:

- **Accredited Offending Behaviour Programmes in the Community and Custody:** NEC Interventions Manager has been designed to support the delivery of HMPPS Accredited Programmes – with programme specific workflows, milestone tracking and completion criteria. NEC Interventions Manager's integration with case management systems, such as nDelius and p-NOMIS, enables users to update a service users' core record without the need for any double-keying.
- **Structured and Bespoke Interventions:** NEC Interventions Manager now supports the delivery of structured group work and one to one interventions, delivered as part of a Rehabilitation Activity Requirement (or similar) or out of court disposal. NEC Interventions Manager also has highly customisable programme templates to support the delivery of personalised, bespoke programmes in any social setting.
- **Unpaid Work:** NEC Interventions Manager now supports the scheduling, delivery and tracking of Unpaid Work projects. A single service user record will also enable intelligent sequencing of Unpaid Work and any other interventions. For example, Accredited Programmes, a service user may be required to attend.

## What are the key features?

### Functionality:

- Scheduling and Resource Management
- Referral and Waiting List Management
- Groupwork and One to One Delivery
- Structured and bespoke intervention support
- Unpaid Work Project Delivery
- Case Management features (contacts, appointments, documents)
- Interfaces to customer systems
- Integrates with NEC's Media Manager Quality Assurance tool.

### Reporting capabilities include:

- Open Source or Licensed Reporting Tools
- Supports Power Query and Power Pivot for MS Excel Power Users
- Can be integrated with Business Objects universes.

### Security features include:

- ISO 27001 Accredited
- Operates at an Official data security level
- Full Role Based Access Controls (RBAC)
- Secure Internet
- Protective Monitoring available via iSOC Security Operations Centre.

## What are the Key Technical Features?

### Open Standards

NEC Interventions Manager is designed to support a range of standards, for ease of integration with other systems, including:

- XML – Form storage, List and metadata storage.
- Adobe PDF – format for publishing forms.
- Web Services – integration with third party applications.
- Code List Management Service (<http://www.listpoint.co.uk>) – for Police National Computer and Police National Database compatible code lists.
- WebDAV – Mobile client and thin client access.

### Information Assurance

NEC has a long track record in developing solutions to manage data at IL3 level. NEC is ISO 27001 certified and all developers and support staff are SC security cleared. Our offices are audited for physical security and our development and test networks are accredited.

The platform has been accredited for over 2 years to the Ministry of Justice in line with its specific requirements and allows for secure development and solutions to be hosted.

### **Role Based Access Control**

All NEC solutions incorporate Role Based Access control.

### **Multi Tenancy and Customer Separation**

NEC Interventions Manager provides out of the box facilities for multi-tenancy within a single hosting environment. Separate installations can also be set up if required.

### **Ordering and Invoicing Process**

If you wish to order these services, a G-Cloud Order Form will need to be completed and signed by both parties.

### **Request a Demonstration**

We would be pleased to demonstrate NEC Interventions Manager to you. Please email [frameworks@necsws.com](mailto:frameworks@necsws.com) to request a demonstration.

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**About NEC Software Solutions**  
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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