

Civica Coroners

Optimising coronial processes for more efficient working

The Civica Coroners configurable Case Management SaaS solution, deployed on our Amazon Web services platform, automates and streamlines processes from referral through to closure, to support more productive case management for Coronial processes. Civica Coroners is designed to reduce the administration workload, delivering time saving benefits for the coroner and Coroners team.

Why choose Civica Coroners?

Civica is a market-leading specialist in software, technology and outsourcing services that help teams and organisations around the world to transform the way they work.

We deliver essential software applications and technology solutions together with business process services to improve the provision of high quality services for our customers.

Above all in the markets we serve, people matter. Combining exceptional customer focus, experience and commitment, it is the people of Civica and our culture that sets us apart.

Through experienced people who understand local service delivery, we provide software applications, cloud services and IT-enhanced outsourcing to bring about improved and more efficient services for our customers.

Integrated - connects directly with third parties such as Police and NHS through APIs. Civica Coroners can connect seamlessly and automatically with all third parties in the coronial process, with significant time and workload savings for coroners and their teams.

Sophisticated – bundling for inquests and cases reduces workload. Dashboards, automated emails and custom reports save time and ensure compliance, and cut the time taken to produce MoJ annual returns from hours to minutes.

Automated – ready-to-use templates and automated workflows cut admin time. Portal access means referrals can be made online, directly into the coroner's system, making the referral process easy and accurate for all parties. Sophisticated reporting features ensure clear, dependable communication with all essential stakeholders – from relatives and health authorities to regulators. Letter and email templates and pre-populated forms, together with automated message despatch via SMS or email, significantly reduce admin time.

Accessible – cloud-based, with single sign-on from any device, 24/7/365

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.

Features

- Manages the end to end coronial process, including treasure processes
- Contains letter and email templates, pre-populated forms, certificates, and customisable templates
- Coroners Portal allowing all referrals to be made online including API's
- Statistical Dashboard reporting, including annual MOJ return saving significant time
- Coroner's Inquest Data Upload & Court Recording Integration
- Close integration with Office for emails and for secure production/filing diary/task management
- Responsive access anywhere design including single sign-on
- Data and Task Validation for Coroners processes
- Integrated Finance module for recording of all expenses and fees
- Integration to SMS (text messaging)/open application programming interfaces (API's).

Benefits

- Provides the ability to work from any device (laptop, tablet, smartphone) with internet/ browser from any location 24/7 365 allowing agile working
- User friendly amendable workflows, that manages the end-to-end coronial process from point of referral to Inquest, including Treasure processes
- Secure Email providing no restriction on attachment size
- Ready to use letter and email templates, pre-populated forms, certificates, and customisable templates to improve accuracy including Electronic signatures.
- Bundling for inquest or any cases significantly reducing staff workload
- Integration into 3rd party providers which includes integration into Audio recordings directly
- Provides document bundling for inquests or any cases, reducing workload
- Auto upload of inquest and hearing details to any website
- Sophisticated reporting including dashboards, automated email delivery and report designer, including MOJ annual return
- Full Case History, that includes all major document formats.

Additional information

Civica Coroners is a leading Coroners systems supplier, which believes that all Coronial Jurisdictions have their own individual requirements. Civica specialises in providing tailored Coronial systems that meet the individual needs of Coroners teams. Civica is agile, highly responsive to individual needs and has a collaborative approach.



Certification Number 663
ISO 9001
ISO 14001
ISO 27001
ISO 22301
ISO 45001