

Transform the **Victim Journey** across your force

Keep crime victims informed. Strengthen operations with faster,
reliable updates.

January 2026



A connected way to keep victims informed

Around 40% of 101 calls stem from failure demand, with crime victims chasing updates that officers often can't access. Disconnected systems turn simple questions into repeat contact, slowing responses and adding pressure to already stretched control rooms.

The **Victim Journey Solution** tackles this head-on by giving police forces a single, secure approach to sharing clear and up-to-date case information. Integrated with the MyPolice portal and underpinned by **Salesforce**, **MuleSoft** and Infomentum's deep policing knowledge, the solution gives crime victims a straightforward way to see what's happening, and helps officers keep communication clear. Centralising these important, personal case details reduces duplication and admin-heavy tasks whilst creating a more dependable journey for crime victims.

"We staffed up our control room to handle the demand... but there comes a point where you can't 'people' your way out of a problem, and you need to look at investing in technology."

- Colin Dring, Digital Innovation Manager, Humberside Police

Outstanding results across 8 police forces

Several police forces across the UK are transforming the way they engage with crime victims. The Victim Journey solution is key to progress.

Shaped in collaboration with frontline teams, the solution is being used by 8 forces (and counting), helping reduce avoidable demand, make information clearer, and provide those impacted by crime with more consistent, reassuring support.

Early adopters, such as [Humberside Police](#), are demonstrating how the Victim Journey solution simplifies daily workflows and enhances the overall experience for people affected by crime.

[BOOK A FREE DISCOVERY CALL](#)

UP TO **15%**
 REDUCED 999 CALLS

UP TO **20%**
 REDUCED 101 CALLS

+15%
 INCREASE IN
 PUBLIC APPROVAL

12 WEEKS
 SPEEDY DEPLOYMENT

Add-ons & specialist modules



Online portal

Offer crime victims a secure 24/7 online hub for case updates, key contacts and support. This always-available access cuts repeat calls and helps people feel informed and supported.



Multi-lingual portal

Improve accessibility by letting victims view information and communicate in their preferred language. Translated content and two-way messaging make the portal clearer and more inclusive.



Serious crime types

Support high-risk victims with tailored journeys for domestic abuse, sexual offences and honour-based abuse. Risk-checked updates, safeguarding guidance and a quick-exit option help keep people safer when discretion matters.



Agentforce Bobbi AI

Provide fast, reliable answers with Bobbi, an **Agentforce AI** assistant built on policing expertise. Bobbi interprets complex queries, uses your force's verified information and escalates sensitive cases to an officer, helping reduce demand and resolve enquiries, fast.

[Request a Bobbi demo!](#)



Witness Care - NICHE

Strengthen witness care with clearer case visibility, simpler allocation and scheduling, and automated updates sent straight into NICHE. A secure self-service portal keeps witnesses informed and helps your force deliver steady, reliable support.



Witness Care - Other RMS

Improve witness care with consistent processes, easier scheduling and templated updates that flow directly into your RMS. Witnesses can check details online, helping your force communicate clearly and keep cases progressing.

Your move to a better victim experience begins with the tier that fits your priorities. Each package builds capability step-by-step, streamlines how updates are shared and gives teams quicker access to the information they rely on to support those impacted by crime.

TIER 1 - LITE	TIER 2 - CORE	TIER 3 - STRATEGIC
Your first confident step towards modernising victim care. Give crime victims timely, in-context updates and secure self-service access, while reducing pressure on contact centres. > 6 ready-made communication journeys (email and SMS) delivering automatic updates to keep crime victims informed. > Support up to 8 crime types, ensuring those impacted by crime receive the right update. > Built-in opt-out management and governance give those impacted control over their contact preferences. > Pre-written victim support content providing clear guidance throughout the case. > 1 built-in closure survey that captures feedback and helps forces understand how well the service is working. > Basic audit data sent back into core systems, showing which message was sent and when. > Integration with STORM and NICHE, allowing updates, events and case details to sync reliably in the background.	Expand your capabilities with smarter automation and improved visibility across your operations. Extending from tier 1, the Core package adds greater coverage, richer feedback and reduced manual effort. It supports more crime types, strengthens safeguards and gives teams more time to focus on what matters. > 8 custom-built communication journeys tailored to your force, covering more scenarios than the standard 6. > Support for up to 12 crime types, extending consistent updates to specialist and high-volume categories. > Up to 3 engagement surveys at any stage, helping you capture richer feedback throughout the victim or witness journey. > Automated STOP messaging that removes contacts no longer in scope to keep communication accurate and compliant. > Enhanced audit detail returned to core systems, adding short message descriptions alongside date and time. > Integration with any CAD or RMS, so updates flow smoothly across whichever systems your force relies on.	Reach the highest level of victim care with an integrated, insight-driven platform. Advance to a more unified model that strengthens every part of the crime victim journey. Building on tiers 1 and 2, the Strategic package helps you spot issues earlier, align teams around the same information and deliver consistent, reliable support from first contact to closure. > Full audit history, including message type, date and time, giving complete oversight across every communication. > A single data layer that connects information across systems, enabling more powerful CRM, analytics and Agentforce AI use cases. > Integration built for complex system setups, keeping data flowing smoothly across any CAD or RMS, even in large or layered environments.

"It's about giving people confidence they're being kept informed without having to pick up the phone."

- Rob Brind, Superintendent, Hampshire & Isle of Wight Constabulary



What happens next

Step 1. Explore our Victim Journey solution options and select the package that fits your goals.

Step 2. Book a discovery call with our team to review your current setup, followed by an on-site visit where we work directly with your teams to understand operations and define the right way forward.

Step 3. Receive your tailored proposal with a clear ROI model and advance with a plan built to deliver rapid, measurable impact for your force.

Thank- you

We are passionate about system integration and process automation! However, nothing beats the thrill of being a part of our customers' incredible journeys. Not only do we guide our clients, but most importantly we share their vision and values.



Collaborative



Committed



Can Do Attitude



Strive for Quality

