



INCASE365

CASE MANAGEMENT
SERVICE DEFINITION

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System Overview

INCASE365 is a cloud hosted Software as a Service (SAAS) case management solution, that builds on INTEC's class leading INCASE Intelligence product.

INCASE365 is hosted on the Microsoft Azure platform, in UK data centres.

Azure meets a broad range of international and industry-specific compliance standards, including ISO 27001 and other UK specific standards. The platform has been accredited to handle OFFICIAL data securely, and is assured against the G-Cloud's Pan Government Accreditation Scheme.

For more information about the Azure platform compliance with international standards please refer to <https://azure.microsoft.com/en-gb/support/trust-center/compliance/>

The Azure platform is compliant with the 14 Cloud Security Principles published by the National Cyber Security Centre, and the platform is independently audited by organisations such as the British Standards Institute to verify Azure's adherence to the strict security controls.

This document details the security measures in place on the INCASE365 platform.

Features & Benefits

The use of an effective case management system has been proven to deliver up to 40% efficiency savings for your team. For many years INTEC have been synonymous with market leading case management solutions. Taking our core values of user friendly interfaces and advanced customisation options INCASE365 is the next generation in our well established INCASE brand.

- Unlimited subjects
- User defined fields, and drop down menus
- User defined processes
- Flexible user interface
- Secure web based platform
- Suitable for any type of investigation team
- Risk assessment module
- Warning or marker system
- Web Referral and search facility

Whether you are a small investigation team looking for a cost effective solution, an organisation looking to take your first steps into the case management or a well-established team looking for something new and innovative then INCASE365 is for you. INCASE365 is a system that you configure to support and enhance your investigation processes rather than a solution that dictates how you work.

COMPLETE CONTROL AND CUSTOMISATION

Gone are the days where case management systems dictate how you log and worm on investigation or case records. INCASE365 is truly unique in the fact that you the user decides exactly what information is being recorded and how.

Virtually every aspect of INCASE365 can be customised to suit your needs.

- You decide what subjects you need to have in your system
- You decide what processes or case information you need to record
- You decide what fields and in of the above areas and whether they are mandatory or not
- You build the system around how you want to work
- You can make sure that you are maximising the efficiency savings that our case management solution can provide

Add to that, the fact each user can then

- Display their case records and home screens how they wish to view them
- Decide what stats are appearing on their own personal dashboard
- Add recently viewed subjects to the dashboard for ease of access
- Decide what subjects and processes are added to each case as it develops (however certain areas can be made mandatory by administrators)
- Set up and configure their INCASE365 experience to help them in their work, while meeting all your teams needs

PLEASE do not panic if this sounds like a lot of hard work top configure though. INTEC will be there every step f the way supporting and helping you get the most out of your system.

INCASE365 can truly be used for any type of

- Investigation record
- Enforcement action
- Management information record
- Case work projects
- Asset lists and registers
- Potentially violent person registers
- And much more...

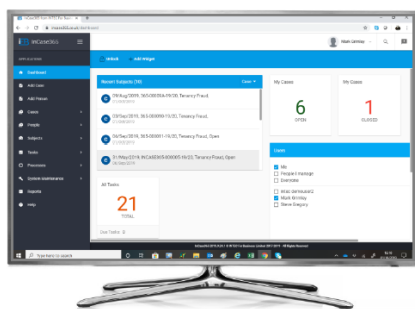
UNLIMITED SUBJECTS AND PROCESSES

INCASE365 is built in such a way that the users can decide what subjects are needed for investigations (e.g. People, Addresses, Organisations) you also decide what data you collate on each subject and how they link to other parts of the system. When it comes to other processes such as diary events, outcomes, time records and more the users have the ability to build these is at any point.

POWERFUL INTELLIGENCE DATABASE

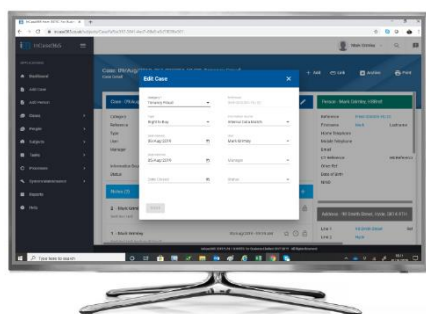
INCASE365 builds all cases based on a range of subjects including; Cases, People, Addresses, Organisations, Vehicles and Accounts. The ability to use or hide as many of these subjects as you need means that our solution will fully meet the needs of any user/ team.

INCASE365 will also allow multiple links between subjects resulting in more accurate recording of investigations (i.e. Cases can have multiple People, Addresses linked to 1 record, which means reporting is far more accurate).



INDIVIDUAL OFFICER VIEWS

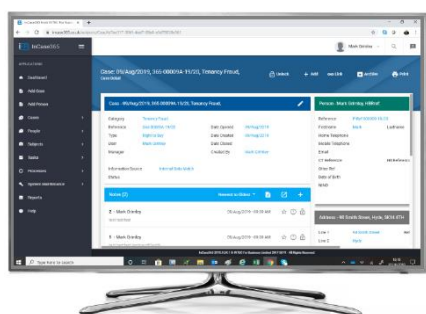
The overview dashboard is fully customisable by each user. The view can include a list of recent subjects, summary stats of the numbers of items in the system and filter options to show stats by officer or by team. This ensure that each investigator has access to the data they need at the click of a mouse.



FULL SUBJECT CUSTOMISATION

The ever changing threat of fraud means that a case management solution must be flexible and adapt to the ever growing needs. INCASE365 allows the user to decide exactly what subjects are required for an investigation and what data is required for that subject. You build the cases based on the data you need, not what the system asks for.

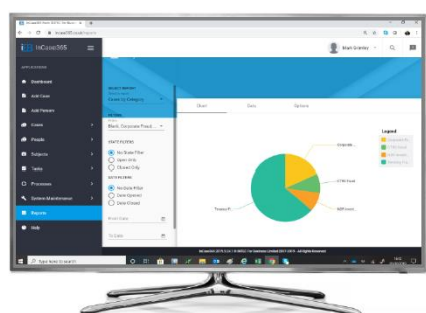
“I would always trust INTEC systems, their knowledge of what an investigation team needs is proven time and again, and they ALWAYS deliver”



UNIQUE CASE RECORDS

INCASE365 gives each case a unique overview. Every case can have multiple subjects linked to it whilst constantly building the intelligence database behind the scenes. You can then create a view for each case ensuring that the primary subject is clear for every user.

INCASE365 is as close to your trusted paper file as a software solution can be giving the user one of the best case overviews available.



UNLIMITED PROCESSES

Whether you are looking at time records, financial, outcomes, visits or many more INCASE365 allows the user to build in as many processes as you need. Once again you decide what data is collated for each process ensuring that ALL relevant investigation data is recorded.

FULLY CUSTOMISABLE RISK ASSESSMENT MODULE

INCASE365 has a fully customisable risk assessment module that allows users to build in a full risk assessment process. Whether this is a 5x5 risk based assessment or a few simple questions INCASE365 will allow you to design a standard process for every type of investigation. Functions include but are not limited to:

- Specific risk assessments for each type of case
- Full 5x5 based assessments, or simple questions
- Assessments can happen at any point during the investigation
- Each case can have multiple risk assessments to ensure that future risk assessments are possible

WARNING OR MAKER SYSTEM

User have the ability to attach warning markers or flags to each subject. Examples of these are Potentially Violent, Interpreter needed, Venerable Person and Special assistance required. Each marker can be added, removed and reviewed at any point and they are clearly visible to those users who have access to the subject record

WEB REFERRAL AND SEARCH FACILITY

The web module allows users with access to make referrals to your investigation/enforcement team via a secure portal. These referrals are then reviewed and either accepted or rejected. Email notifications are sent to the user and their line manager with the decision attached. The search facility allows authorised users to search your database to see if a subject exists.

This functionality is ideal for Potentially Violent Person Registers or Caution Before Contact databases. The web referral and search is password protected for security and fully compliant with GDPR requirements.

BUILT IN REPORTS

INTEC pride ourselves on working hand in hand with our customers. Reporting is a key factor for every user. However every customer uses a version of the same reports. These include but are not limited to:

- Number of referrals by Case Type
- Number of Cases Opened by Case Type
- Number of Closed Case by Case Type
- Outcomes by Type/Value
- Savings Made

Based on the most common reports requested by our users INCASE365 and a suite of built in reports that can be extracted via bar and pie charts as well as lists and other exports.

THE LATEST INVESTIGATION TOOL

The biggest challenge facing any investigation team is finding solutions that will help maximise their resources. Case Management software has been at the forefront of these systems for over 20 years.

INTEC have worked closely with customers since the very start, using our knowledge and expertise we have designed a simple yet very effective SAAS Case Management System.

INCASE365 allows the users to determine exactly what they want from a system with no preconceived ideas of what they should be doing.

MORE PRODUCT BENEFITS

As well as the many benefits we have described with our key features INCASE365 gives you much more. To summarise the key benefits:

- Full customisation allowing the system to work for all fraud and investigation types
- Time and efficiency savings across the whole team
- Subject intelligence can be built across each case/team/department
- Work from the office or home just as effectively
- Easily identify trends and analyse emerging threat to your organisation
- Ensure investigators can collaborate across your organisation and beyond
- Rapid implementation
- Full customer support by phone, email, video call or direct access (subject to user approval)

Client Services, Set Up and On Boarding

Once a client has subscribed to our service the set up process is very straight forward. Through discussion with the end user we help configure the initial system to suit their needs. This is then adapted through training and support to meet their needs fully. Typically this process take a matter of weeks.

INTEC will always ensure that our time frames and procedures meet with the client's expectations and needs.

Client support is also taken very seriously. We have a fully manned support team that are available by phone call and email in the first instance. We are also happy to arrange video calls and site visits when required. The standard report time scales are as follows:

- | | | |
|------------------|-------------------------------|--------------------------------|
| ▪ PRIORITY ONE | Full system down | Response within 1 hour |
| ▪ PRIORITY TWO | Feature or Error reporting | Response within 3 hour |
| ▪ PRIORITY THREE | General User Query | Response within 1 working day |
| ▪ PRIORITY FOUR | Low level query or discussion | Response within 3 working days |

Client services is regularly monitored by a company Director and we can confirm that within the last 12 months;

- 1. ALL Priority 1 calls have been responded to within the agreed timescales.**
- 2. ALL Priority 2 & 3 calls have been responded to within the agreed timescales with 92% responded to within 1 hour**
- 3. ALL Priority 4 calls have been responded to within ONE working day.**

Training, Consultation and Account Management

TRAINING AND CONSULTATION

The initial training courses are all included within the purchase price of the software. While we always adapt our courses to suit the needs of the users, they typically follow these steps:

- Day ONE: Administrator Training and set up
- Day TWO: User training based on the customers requirements and specific set up
- Day THREE: User and Admin follow up training and consultation
- Day FOUR: Account Management visit to check on progress

INTEC also offer a number of FREE regional training sessions and workshops throughout the year allowing users share best practice, ask various questions and look at how new enhancements could improve our service and the software.

Individual training sessions and days can be purchased through INTEC at any point during the contract by simply contacting your account manager.

ACCOUNT MANAGEMENT

As soon as you become a customer of INTEC you will be assigned an account manager. At the moment all account managers are also company directors. Your account manager is there to help guide users through the whole process and ensure you get the maximum from our software and services.

Account Managers, will constantly update clients on INTEC's latest news and updates. We will also look to visit clients on site at least twice a year and customers are made fully aware they can request and account management visit at any point during the contract.

Off Boarding and Minimum Contract Period

INTEC normally operate a 1 year minimum contract for INCASE365 (However any contract length can be discussed).

Once the initial contract period has expired then customers can give written notice of cancellation to their account manager. INTEC operate a 6 month cancellation period, during which the clients still have full access to the support, software and services.

READ ONLY, licences can be supplied if required once the 6 month cancellation period has expired.

Once the licences have expired INTEC will remove all client data and the installation from our servers.

If required INTEC are happy to provide customers with a copy of their database prior to deletion.

Technical and Security Information

CLIENT SEPARATION

The INCASE365 platform uses Microsoft Active Directory to control access to customer resources. All users for a customer are placed into a security group, and resources for that customer are secured with the security group.

Files stored on the cloud platform are secured with Active Directory and accessed via a unique file share for each customer that is again linked to the security group.

Each customer has their own standalone SQL server databases secured with a strong password created by the INTEC support team. Databases use Microsoft's Transparent Data Encryption which performs real-time encryption and decryption of the database, associated backups, and transaction log files at rest without requiring changes to the application

ANTI-MALWARE

Microsoft Anti-malware for Azure Cloud Services and Virtual Machines is enabled on all virtual machines in the INTEC Cloud.

The solution takes a "secure by default" approach and is designed to run in the background without human intervention.

The solution includes

- **Real-time protection** - monitors activity in Cloud Services and on Virtual Machines to detect and block malware execution.
- **Scheduled scanning** - periodically performs targeted scanning to detect malware, including actively running programs.
- **Malware remediation** - automatically takes action on detected malware, such as deleting or quarantining malicious files and cleaning up malicious registry entries.
- **Signature updates** - automatically installs the latest protection signatures (virus definitions) to ensure protection is up-to-date on a pre-determined frequency.
- **Antimalware Engine updates** – automatically updates the Microsoft Antimalware engine.
- **Antimalware Platform updates** – automatically updates the Microsoft Antimalware platform.
- **Active protection** - reports telemetry metadata about detected threats and suspicious resources to Microsoft Azure to ensure rapid response to the evolving threat landscape, as well as enabling real-time synchronous signature delivery through the Microsoft Active Protection System (MAPS).
- **Samples reporting** - provides and reports samples to the Microsoft Antimalware service to help refine the service and enable troubleshooting.
- **Exclusions** – allows application and service administrators to configure certain files, processes, and drives to exclude them from protection and scanning for performance and/or other reasons.
- **Antimalware event collection** - records the antimalware service health, suspicious activities, and remediation actions taken in the operating system event log and collects them into the customer's Azure Storage account.

SECURITY CENTRE

The INTEC Cloud has installed the Microsoft Azure Security Centre. Azure Security Center helps you prevent, detect, and respond to threats with increased visibility into and control over the security of your Azure resources. It provides integrated security monitoring and policy management across your subscriptions, helps detect threats that might otherwise go unnoticed, and works with a broad ecosystem of security solutions.

Security Centre will make recommendations about the security state of the INTEC Cloud, and these are regularly reviewed to ensure the platform is maintained at the highest level of security.

Security Centre will automatically collect and analyse security data from virtual machines, the network, and antimalware programs and firewalls

Security Centre also includes alerts relating to security concerns such as brute force attacks or compromised machines from known malicious IP addresses. The service also offers insights into the source of the attack and impacted resources, and suggests ways to stop the current attack help prevent future attacks.

BACKUP AND RECOVERY

All resources in the INTEC Cloud are automatically backed up according the following table. Recovery of data from a backup can take 24-48 hours.

Resource	Frequency	Retention
SQL Databases	Hourly	14 days
Files	Daily	14 Days
Virtual Machines	Daily	30 days

DATA PROTECTION

INTEC for Business are registered with the ICO and the INCASE application is fully compliant with data protection legislation.

In line with data protection legislation, when hosting this service INTEC for Business will;

- Ensure that Confidential Information will only be transferred in a secure manner ;
- Will not communicate, disclose or make available all or any part of the confidential information to any third party;
- Not directly or indirectly use, or permit others to use, the confidential information other than for the purpose agreed;
- Not make any announcement or disclosure in connection with the confidential information without the prior written consent of the information owner;
- Allow access to the confidential information only to those employees and/or to the professional advisers who have reasonable need to see or use it ;
- Will inform each of the said employees and professional advisers of the confidential nature of the confidential information and of the obligations in respect of the Confidential Information and ensure such employees and professional advisers comply with the confidentiality and non-disclosure obligations;
- Ensure that at the end of the agreed purpose any confidential information supplied, as well as any backups, extracts, duplicates are returned to the information owner;
- Ensure that hardware containing sensitive data is securely destroyed

Contact Us

For more information on INCASE365, or any of INTEC products and services please use one of the following methods:

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