

# Case Management Solutions Group



**REACT**

Community safety software

## G-Cloud 15

## Service Definition Document

# About Us

The social housing sector's go-to specialised case management solutions provider. Built on experience, **REACT** is the perfect solution if you're looking to bring back simplicity and consistency to your case management and ASB.

***'ASB destroys lives & ruins communities ... together we can make such a huge difference. My team and I live and breathe ASB and we wouldn't change our role for the world!'***

***Ben Hunt, Managing Director***





# Introduction to REACT

An industry leading case management solution with community safety at its heart, we are proud of React

REACT can be configured and adjusted to reflect the reality of your practices and the approach your organisation takes to handling ASB, Noise Nuisance or any other case where your customers are at the heart of the process.

REACT can be fully bespoke or set up using some of our pre-made templates as a start point, drawn from our experiences working with our customers and our time spent providing services to landlords.

# Key Benefits



## Powerful reporting

Advanced reporting and analytics provide actionable insights from case data.

Reports can help target resources and show the impact of their allocation.

Review KPI data for aggregate cases and specific case progress with inbuilt reporting tools



## Robust cases

Comprehensive case handling with full audit history, communication logs and evidence tracking.

Workflows can be linear, or include decisions according to requirements

Track multiple tasks with different time frames within one case

# Key Benefits



## Multiple departments

Enables coordinated case handling across different teams like housing, legal, and environmental.

Workflow mapping supports and guides case handlers as they implement the decisions that progress cases



## Document merge

Populates provider letter templates with case data for communication efficiency.

Full case summary easily downloaded for any court, MARAC, or similar need.

# Key Benefits



## Assessments

Create customised surveys and assessment forms for providers and residents.

Customers and Staff can add to cases using app or webforms

Webforms can be used externally for starting or updating cases, or internally for cross department referrals.

Attach scores to the answers provided in webforms to trigger different workflow responses within a case.



## Resident profiles

Centralised resident records integrate data from housing management systems.

REACT can use the data that you keep about your customers, keeping customers at the heart of the work you are doing

Permissions and access solve access scenarios, enabling information to be accessed on a needs basis

# Key Benefits



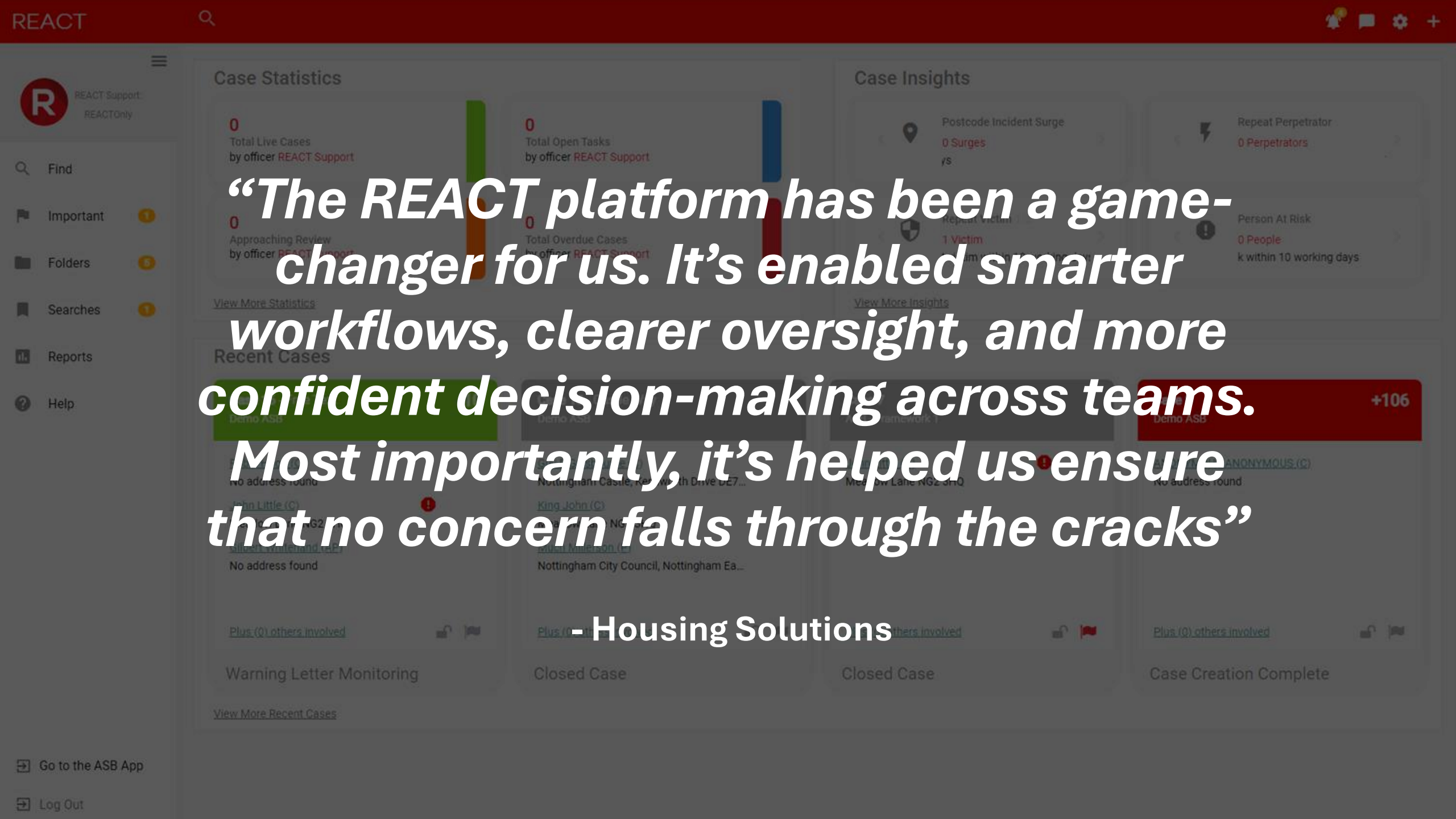
## **Configurable system**

Fully adaptable case management workflows to match providers' policies and procedures.

Notifications for outstanding tasks are sent to caseworkers, and optionally managers.

Case workers and managers are empowered to prioritise and organise workloads using multiple inbuilt tools

New and improved features from customer feedback free with each patch.



***“The REACT platform has been a game-changer for us. It’s enabled smarter workflows, clearer oversight, and more confident decision-making across teams. Most importantly, it’s helped us ensure that no concern falls through the cracks”***

**– Housing Solutions**