

G-Cloud 15 Service Description

Work Related Violence Case Management

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Methods' case management system manages the process of reporting and responding to workplace violence incidents with an easy to follow case flow that prioritises the more important cases and allows third parties such as physiotherapists and counsellors to input directly resulting in cases running to successful conclusions.

What is the Service

Workplace related violence and aggression is on the rise, with many organisations in retail, transport, social work and the NHS in particular experiencing multiple incidents every day resulting in injured staff, lost time, and time managing often confusing processes, all resulting in costs to the business.

Methods understand the challenges that businesses face managing the fallout from violent incidents. In response we have built a case management system that manages the process and encourages people to report incidents, with an easy to follow case flow that prioritises the more important cases and allows third parties such as physiotherapists and counsellors to input directly resulting in cases running to successful conclusions. We can even make sure that if you need to work with the police and courts to support your team members in the most serious cases, you can track that through and not miss important actions.

What can it do for you

There's a lot of evidence to show that organisations struggle to coordinate their responses to violence at work with the result that staff often feel it is either not worth reporting or if they do they feel that they are not being looked after properly. The results can be increased time off work, long term trauma that isn't being addressed, and even staff resignations and legal action. Losing any employee is bad for business but losing experienced team members can have major costs to a business.

It is often the way things are dealt with that defines a good organisation from one that people feel they no longer want to work for. With our work related violence app you can reduce the number of assaults, keep your staff safer, and encourage them to report more incidents because they will feel much more supported by the organisation. You will retain more staff and develop higher trust with your teams.

Service Features

1. Quick/easy for staff to report giving full visibility
2. Streamlined case management automatically allocated correctly by case priority
3. Automation ensures attention is focused where it is needed most
4. Updates available online ensuring staff feel supported throughout their ordeal
5. Visual reporting shows what is happening where and to whom
6. Drill-down reporting makes your organisation proactive in developing prevention strategies
7. Easy installation; you can be up and running quickly
8. 3rd party integration/secure access allows cooperation with authorities/support facilitators
9. High data security standards adhering to NCSC's 14 criteria

Service Benefits

1. Access to highly skilled Salesforce team members
2. Technical Architects, Salesforce administrators, BAs, developers, product and Delivery Managers
3. Seamlessly migrate/integrate data with your line of business systems
4. Enhance business processes through optimised case management strategies
5. User adoption and training support
6. Value-driven services and support at cost-effective rates
7. Expert support for Salesforce Lightning adoption
8. Optimise your business model with Salesforce platforms for enhanced effectiveness
9. Expert recommendation on AI, upcoming features analysis and use-case mapping
10. An expert team provides integration design and implementation

Contact details

End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

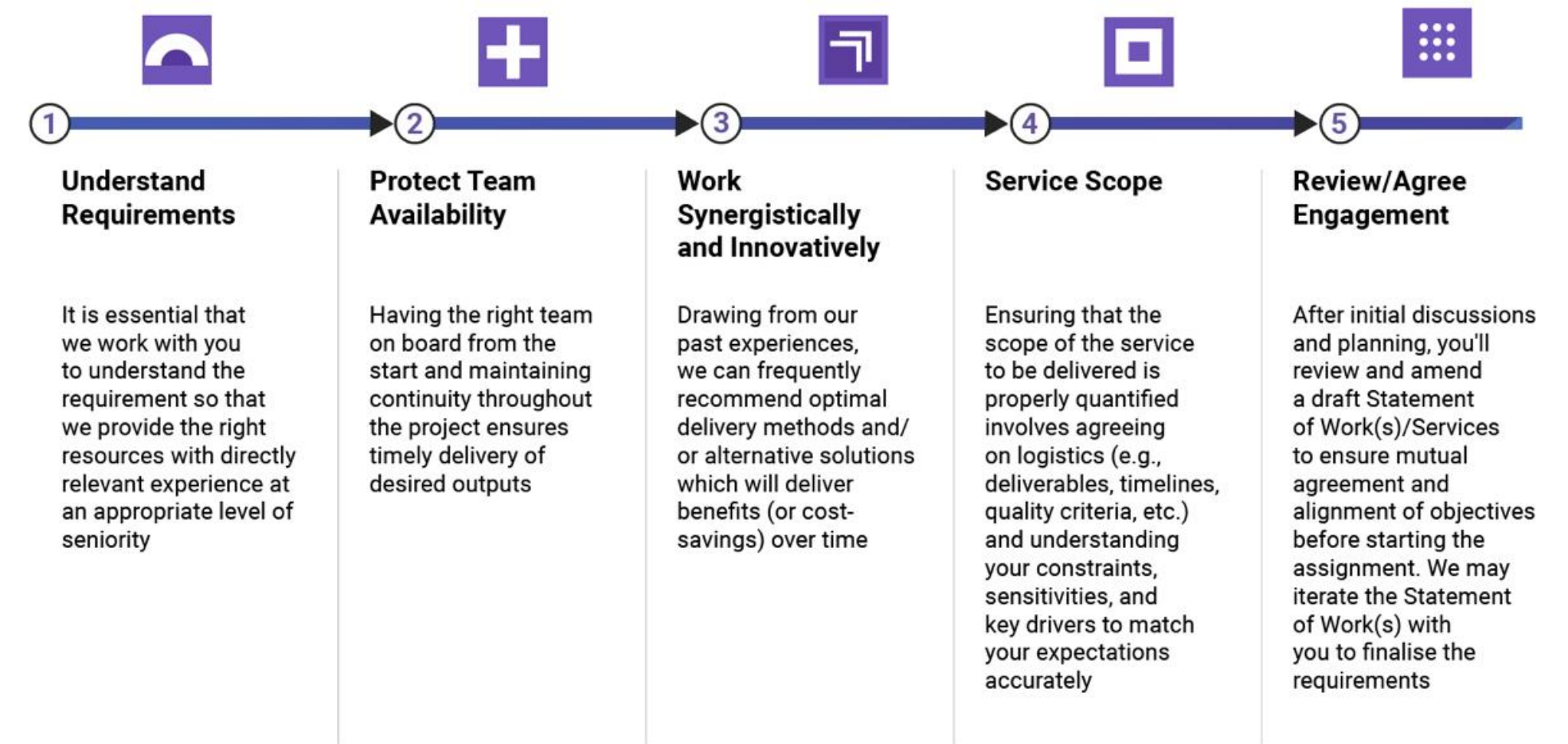
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



Onboarding and offboarding process



Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.

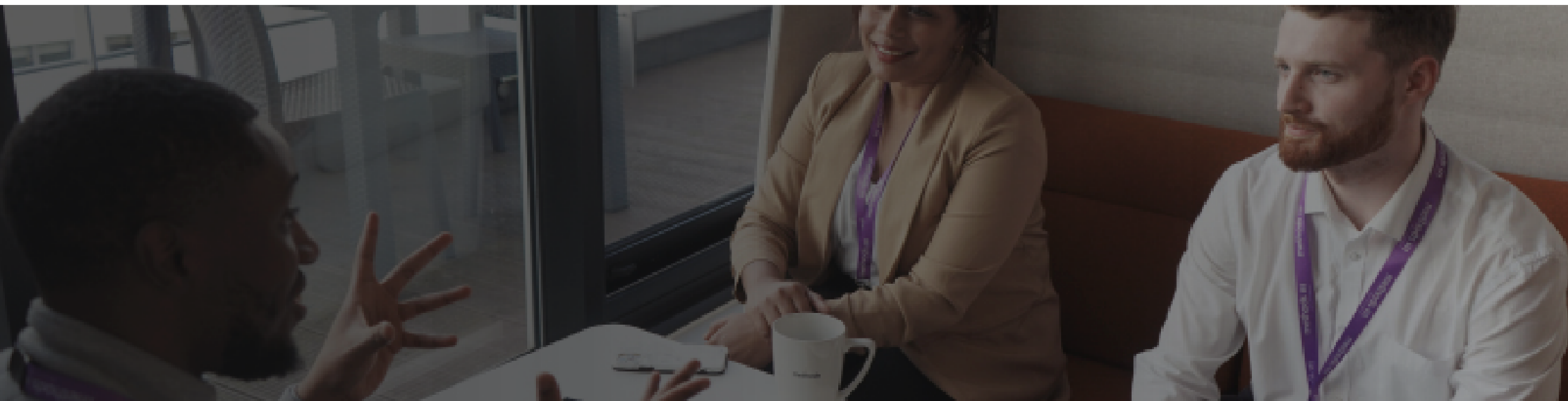
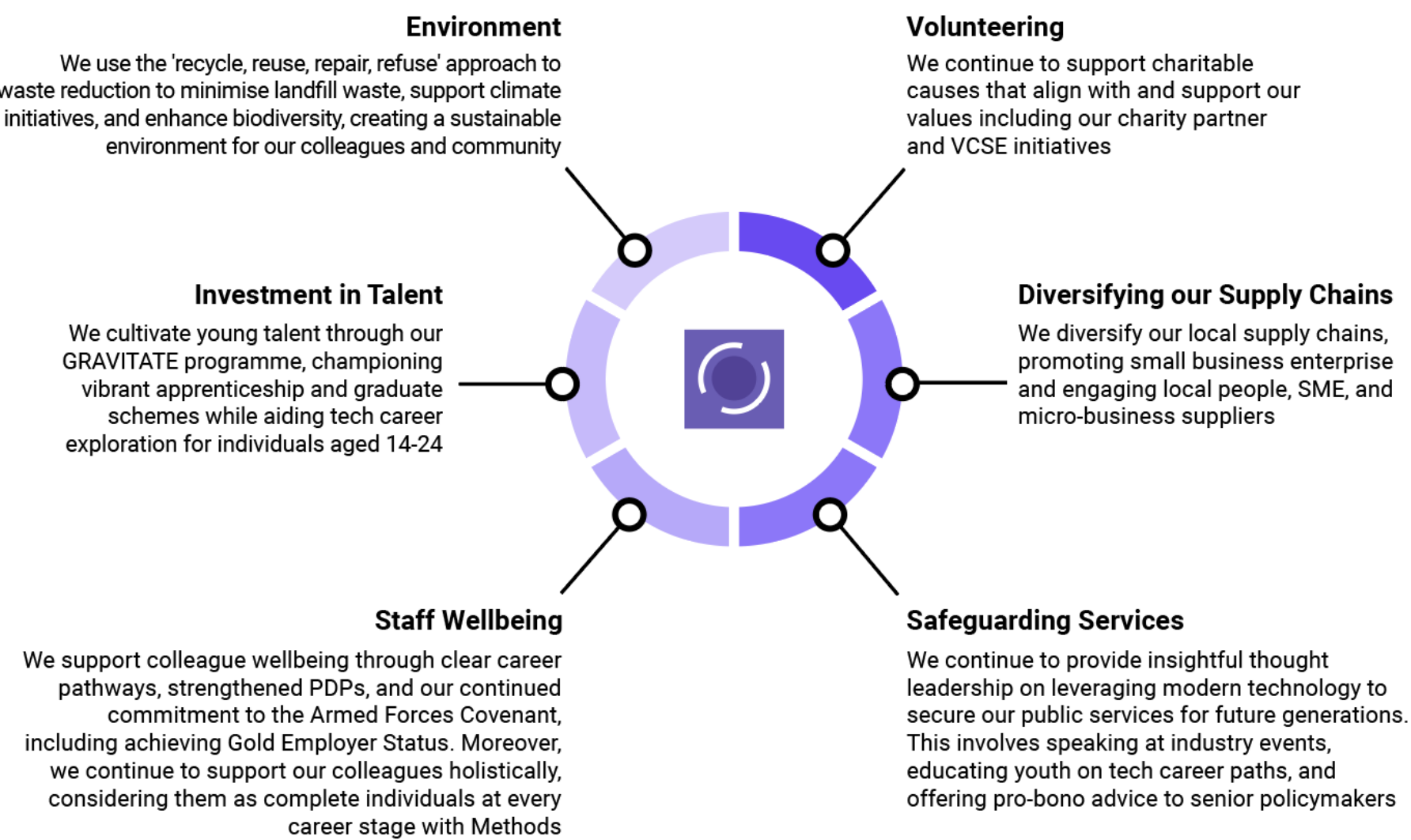


Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



Customer stories



Cloud Hosting & Service Modernisation

Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.



Cloud-Based ITSM Consolidation

Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting** overall **service reliability, efficiency, and organisational visibility**.



Large-Scale Cloud Migration (100+ Apps / 120TB)

Delivered cloud migration of **100+ legacy applications** and **120TB of data** with **100% availability**. Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.



Azure Migration & Modern Workplace Enablement

Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.



Cloud ITSM Migration (ServiceNow SaaS)

Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.



Cloud-Native Data Pipelines (Azure Integration)

Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.