

G-Cloud Service Definition

NEC Detainee Management System (DMS)

Crown
Commercial
Service
Supplier

NEC Detainee Management System – Service Definition

Service Definition

This service is provided by NEC Software Solutions (NEC). The NEC Detainee Management System Standard G-Cloud Service is available as:

- NEC Detainee Management System Software as a Service (SaaS).

Overview of G-Cloud Service

NEC specialises in the provision of products, professional services and secure solutions to make lives safer, healthier, better managed and mobile. Based in the UK and operating around the world, we will help to make a difference every day. We have developed and supported a variety of solutions and provide secure hosting and other professional services to Central Government and the public sector. We also provide secure accredited cloud hosting to other suppliers and government as SaaS offerings. NEC is ISO 27001:2022 and Cyber Essentials Plus certified. Our Information Security Management System (ISMS) is core to all our operations, both in terms of development and support. NEC staff are security cleared to SC level. Our ongoing security awareness training ensures they remain abreast of, and fully understand, the absolute primacy of information security:

- We deliver cost effective solutions on time and within budget
- Work in an Agile, Flexible, Open, Honest and Transparent way
- Provide support and development of open source and legacy applications
- Offer high availability and advanced security
- Operate with a well-respected and highly praised support team.

All our prices are transparent, ensuring you get the very best deal without worrying about any hidden costs or features.

Our tiered managed services approach ensures you are not overcharged for any unnecessary add-ons. We value our customers and want the best solution to fit your needs.

What is Detainee Management System?

Our Detainee Management System (DMS) is an end to end, highly configurable management system, designed to provide a centralised platform for users to support the journey of a detainee from arrival to release. Providing functionality for booking a bed/room, appointments, tracking case details and personal details all in one place.

Our Partners

We partner with the Ministry of Justice (MoJ), Youth Justice Board (YJB), Ministry of Defence (MOD), Home Office (HO) and AstraZeneca (AZ). Our software supports the Probation Services and every HMP in England and Wales. We also work with 95% of UK local councils and all regional police authorities.

Key Features

- Variety of User Interface options, including the UK Government Design System (GDS).
- Bed and room Management – Configure beds and rooms to match the organisation's structure, display beds that are available, occupied and out of use.
- Detainee case management – Create and manage sentence plans, programmes, activities (case notes, appointments, referrals to service, tasks).
- Visitation booking – Book planned visits for the detainee (in person or virtual).
- Dashboards – Configure dashboards to display key information to help manage workloads.
- Configurable fields and reference data - Obviating the need for costly change requests.
- Custom case/sentence plan templates – Create templates with a linked workflow to help complete required actions.
- Document management – Integration with Office 365 so documents can be worked on collaboratively in Office 365 and saved back into the system.
- Workflow and automations engine – Custom workflows to guide users through manual and/or automated processes.
- Reporting on the data the system provides that can help identify trends.
- GDPR – Ensure compliance by applying retention policies and archiving data.
- Secure Cloud hosting providing seamless updates and releases in real time with no IT support required.

Who is Detainee Management System aimed at?

DMS is aimed at any organisation that requires to manage a detainee from arrival to release, for example:

- Adult Justice
- Military corrections
- Immigration and Customs services
- Health.

Example Use Cases

- **Military corrections:** DMS is designed to support the journey of a detainee, assisting with their route back into Service or the community. DMS does this by providing information about the detainee in one place on the profile page and setting unique sentence plans.
- **Adult Justice:** DMS can be used to manage availability of custody suites and prison cells, allocating service users to the available suites and cells. Officers can use DMS to book out suites and mark them out of use for maintenance as well as track who is occupying the suite/cell.

- **Health:** Patients can be allocated to available beds within wards and supported through their journey until discharged. DMS can help to manage patient appointments, ward movements and patient documents all in one place.

Ordering and Invoice Process

If you wish to order these services, a G-Cloud Order Form should be completed and signed by both parties.

Request a Demonstration

We will be pleased to demonstrate Detainee Management System to you. Please email frameworks@necsws.com to request a demonstration.

A promotional graphic for NEC Software Solutions. It features a woman with dark curly hair, wearing a blue and green sleeveless top, looking down at a smartphone. The background is a solid orange color. In the top left corner, there are three icons (email, globe, and Twitter) followed by the text: frameworks@necsws.com, necsws.com, and @nec_sws. In the top right corner, the NEC logo is displayed. In the bottom left corner, there is a section titled 'About NEC Software Solutions' with a paragraph of text. At the very bottom left, there is an address and phone number.

✉ frameworks@necsws.com

🌐 necsws.com

🐦 @nec_sws

About NEC Software Solutions
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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NEC