

G-Cloud Service Definition

NEC Offender Management System (OMS)

Crown
Commercial
Service
Supplier

G-Cloud NEC Offender Management System

Service Definition

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

- NEC Offender Management System (OMS) 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 the Offender Management System?

NEC Offender Management Service (OMS) is a highly configurable, secure, and cloud-based solution designed to support the full lifecycle of offender management across both Prison and Probation environments. OMS provides a centralised platform for managing detainees and service users from arrival through to release, integrating advanced case management, workflow automation, and compliance features. The system is delivered as Software as a Service (SaaS), ensuring seamless updates, high availability and robust security, underpinned by NEC's ISO 27001:2022 and Cyber Essentials Plus certifications.

Prison Module - Manages custody suites, prison cells, and detainee journeys. It enables efficient allocation, tracking, and management of individuals within secure environments, including real-time dashboards, incident management, and rehabilitation planning.

Probation Module - Supports probation officers and service users in the community with sentence planning, appointment scheduling, risk assessment and collaborative case management. It integrates with external agencies to facilitate rehabilitation and reintegration.

Shared Capabilities - Both modules benefit from configurable workflows, document management (Office 365 integration), GDPR compliance, secure cloud hosting and robust reporting.

Our Partners

NEC is developing OMS in partnership with leading organisations to ensure the solution meets the complex needs of justice and public sector customers:

- Ministry of Justice (MoJ)
- Youth Justice Board (YJB)
- Ministry of Defence (MOD)
- Home Office (HO).

Key Features

Prison-specific features

- Inmate Tracking - Centralised management of detainee profiles, movements, and status throughout custody.
- Incident Management - Record, track and resolve incidents within custody suites and cells, supporting compliance and operational oversight.
- Bed and Room Management - Configure and monitor occupancy, maintenance status, and allocation of beds/cells.
- Custody Suite Allocation - Assign detainees to available suites/cells, track occupancy and manage suite status.
- Visitation Booking - Schedule and manage in-person or virtual visits for detainees.
- Real-Time Dashboards. Live operational data on occupancy, incidents and detainee status.
- Rehabilitation Planning - Support for sentence planning and reintegration into service or community.

Probation-Specific Features

- Case/Sentence Plan Management - Create, manage and track sentence plans linked to rehabilitation activities.
- Appointment Scheduling - Book and manage appointments, referrals and tasks for service users.
- Community Supervision - Monitor progress, manage appointments and collaborate with external agencies for rehabilitation.
- Risk Assessment - Support for risk profiling and management of service users.

- Multi-Agency Collaboration - Integration with external agencies to support rehabilitation and reintegration.
- Progress Tracking - Real-time dashboards and reporting for operational oversight.
- Custom Templates - Create and manage custom templates for case/sentence plans and required actions.

Generic features

- Configurable Workflow - Custom workflows for manual and automated processes.
- Document Management - Integrated with Office 365 for collaborative editing and storage.
- GDPR Compliance - Retention policies and secure archiving of data.
- Information security Compliance & Security - Accredited to ISO 27001:2022 and Cyber Essentials Plus.
- Secure Cloud Hosting - Real-time updates, releases, with no IT support required.
- Configurable Dashboards - Customisable dashboards for key operational data.
- Data Reporting - System-generated reports to identify trends and inform decisions.
- High Availability & Support - Tiered managed services, transparent pricing and an experienced and professional support team.

Who is the Offender Management System aimed at?

OMS is designed for organisations managing detainees and service users across a range of sectors:

- **Prison:** Adult justice, military corrections, immigration and customs services.
- **Probation:** Probation services, community rehabilitation, youth justice.
- **Shared Verticals:** Health (patient management), local councils, police authorities, central government and other public sector agencies.

Example Use Cases

Prison

- **Custody Suite Management.** Officers allocate detainees to available suites/cells, book out suites for maintenance and track occupancy in real time.
- **Military Corrections:** Support detainee rehabilitation and reintegration into service or community, with centralised profile and sentence planning.

Probation

- **Community Supervision:** Probation officers manage appointments, monitor progress and collaborate with external agencies to support rehabilitation.
- **Case/Sentence Plan Templates:** Create and manage custom templates linked to workflows for required actions.

Shared and wider

- **Health Sector:** Allocate patients to beds, manage appointments and documents and support discharge planning.
- **Data Reporting:** Use system-generated reports to identify trends and inform operational decisions.

In summary, NEC OMS offers a robust, secure and flexible platform for offender management, tailored to the distinct needs of prison and probation services, and supported by proven partnerships and expertise across the justice and public sectors.

Ordering and Invoice Process

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

Service Transition and Data Migration

NEC are able to offer a full range of design, configuration and transition services to support the onboarding of users to OMS. These are defined at the outset and delivered, based on our published rate card.

Request a Demonstration

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



✉ 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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