

G-Cloud Service Definition

NEC AnyCase

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Commercial
Service
Supplier

NEC AnyCase Service Definition

Service Definition

This service is provided by NEC Software Solutions (NEC).

The NEC AnyCase Standard G-Cloud Service is available as:

- NEC AnyCase (SaaS).

Overview

NEC specialises in the provision of products, professional services and secure hosting to make lives safer, healthier, better managed and mobile. Based in the UK and operating around the world, we 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 Software as a Service (SaaS) offering. 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.

Overview of G-Cloud Service

What is NEC AnyCase?

NEC AnyCase is a highly configurable, modular case management platform, rapidly tailored to user needs by NEC Digital Studio's professional services. It offers customised workflows, connects data sources and automates processes to streamline operations.

Our user-centred approach ensures solutions are co-designed with users to transform public services. AnyCase supports diverse use cases including licensing, complaints, information access (FOI/SAR/DP), records management, intelligence and investigations - streamlining casework and improving citizen engagement.

Our Partners

We're partners with the Ministry of Defence (MOD), Police Digital Service (PDS), Home Office (HO) Ministry of Justice (MoJ), and the Youth Justice Board (YJB). 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 organisations.

What makes NEC AnyCase different?

End-to-end delivery

- NEC AnyCase offers full-service delivery, from research and design through to build, test and support, all handled by one partner. This eliminates hidden costs and integration risks, providing a seamless experience for customers.

User-centred design

- NEC embeds user-centred design (UCD) expertise throughout the process, ensuring solutions are intuitive, accessible and aligned with Government Digital Service (GDS) standards. This increases adoption and reduces training costs.

Rapid, low-risk implementation

- Leveraging modular functionality and low-code configuration, changes are quick to implement and cost-effective. This approach reduces complexity, accelerates time-to-value and de-risks projects compared to bespoke builds or integrator-heavy solutions.

Purpose-built for public sector

- NEC AnyCase is designed specifically for highly regulated public sector environments, rather than repurposed CRM systems. It meets stringent compliance requirements and supports complex, multi-agency workflows.

Proven security

- The platform is built on zero-trust architecture and has accredited deployments at Official-Sensitive and Protected levels in the UK and overseas, trusted by organisations such as the MOD and Danish Ministries.

Continuous innovation

- NEC AnyCase is backed by a dedicated product roadmap, with ongoing investment in AI, automation and advanced features like intelligent redaction and analytics — ensuring customers benefit from future capabilities.

What are the Key Features?

Configurable case management

- A flexible, case-centric data model supporting configurable records, forms, states and transitions. Enables multiple case types, activities, tasks and outcomes to be managed within a single system.

Workflow automation

- Rule-based workflow engine for configuring automated tasks, decisions, notifications and communications. Workflows can be tailored to different services or business units without bespoke coding.

User interface and accessibility

- Web-based user interface designed using user-centred principles. Supports GOV.UK Design System styles and components, with WCAG-compliant layouts across desktop, tablet and mobile devices.

Reporting and analytics

- Embedded reporting capability with real-time dashboards and analytics. Supports KPI monitoring, drill-down reporting and integration with external business intelligence tools such as Power BI.

Integration hub

- Cloud-based integration capability providing secure connectivity to internal business systems and external government services, including identity, notifications, payments and reference data services.

AI-assisted redaction

- Automated redaction capability for documents and images, with audio redaction supported subject to configuration and roadmap, to identify and remove sensitive information prior to disclosure or publication.

AI-enabled search and data capture

- AI-assisted features including natural language search, Optical Character Recognition (OCR), metadata extraction and chatbot-based user assistance.

Notifications engine

- Configurable notifications service supporting in-app alerts, email notifications and automated reminders triggered by events, deadlines or workflow rules.

Microsoft office 365 integration

- Integration with Microsoft Office 365 for document creation, editing, version control and collaboration within case records and workflows.

Security and auditability

- Secure-by-design platform using a zero-trust architecture. Includes role-based access control, full audit logging and comprehensive tracking of user and system activity.

Flexible cloud hosting

- Supports deployment in public or private cloud environments. Hosting options can be configured to meet organisational, security and compliance requirements.

Who is NEC AnyCase aimed at?

NEC AnyCase is aimed at UK public sector organisations and public-sector-adjacent bodies that manage complex casework, correspondence and workflow-driven services. It supports organisations that need to securely capture, manage and progress cases involving individuals, organisations or events, while maintaining auditability and integration with wider digital services.

The service is suitable for organisations delivering citizen-facing and internal services across a range of policy, operational and regulatory domains.

Central government departments and agencies

- Managing high-volume and specialist casework such as citizen correspondence, investigations, licensing, complaints, Freedom of Information (FOI), Subject Access Requests (SAR) and regulatory compliance workflows.

Arm's-Length Bodies (ALBs) and Non-Departmental Public Bodies (NDPBs)

- Managing operational, regulatory and investigatory casework, including evidence handling, submissions, decision-making processes, appeals and stakeholder communications.

Justice, legal and public safety organisations

- Supporting case management for justice and legal services, including adult justice casework, investigations, legal case files, court dates, client communications and multi-agency workflows where strong security and audit controls are required.

Social care, children's and family services

- Managing casework for both universal and targeted services, including tracking service users, case histories, interventions, service delivery activities and ongoing progress across children's and adults' services.

Health, healthcare and mental health services

- Supporting case-based processes relating to patient or service-user records, treatment or care plans, appointments, follow-ups, complaints, appeals and second-opinion requests, including preparation of reports and documentation for hearings or reviews.

Regulatory and oversight bodies

- Managing enforcement and compliance casework, investigations and regulatory processes, including intake, assessment, evidence capture, decisions and full audit trails.

Internal government and public sector teams

- Managing internal casework such as employee relations issues, disciplinary cases, performance management processes, workplace adjustments, complaints and internal investigations.

High-volume claims and casework services

- Supporting services that manage large volumes of cases or claims, such as personal injury or compensation claims, where related documentation, decisions, tasks and communications need to be managed in a single system.

Information Assurance

NEC has a long track record in developing solutions to manage data at IL3 level. NEC is ISO 27001:2022 certified and all developers and support staff are SC security cleared. Our offices are audited for physical security and our development and test networks are accredited.

Role Based Access Control

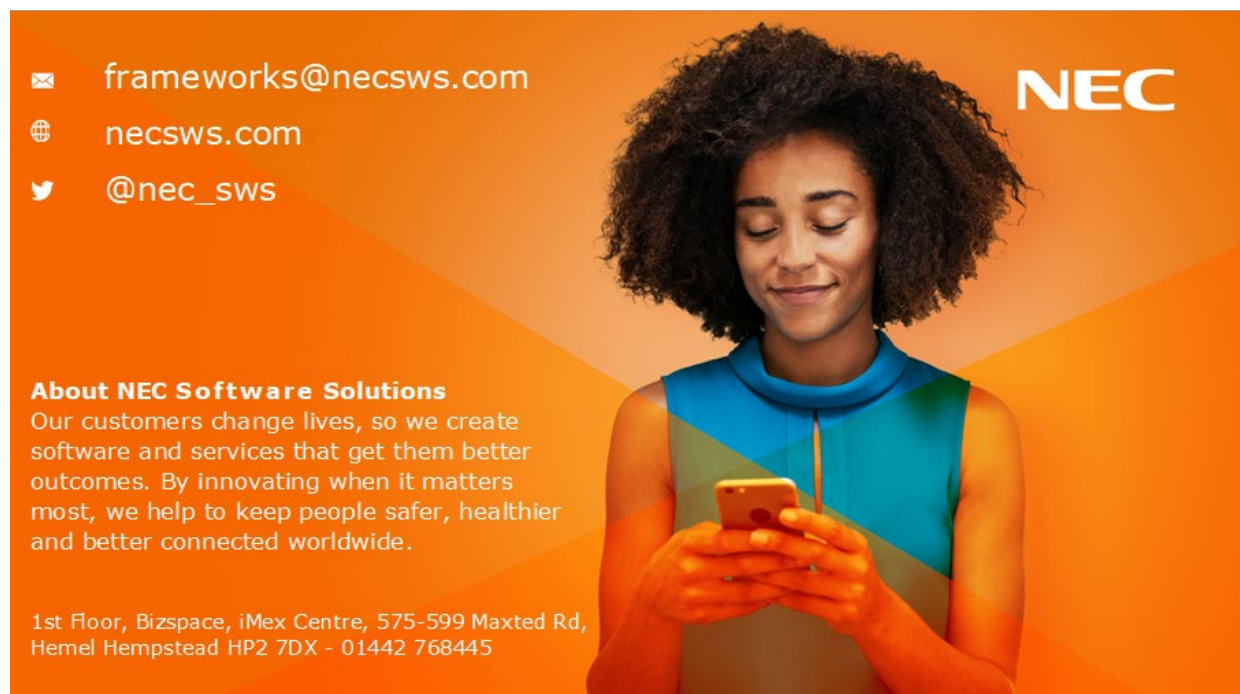
All NEC products incorporate Role Based Access Control.

Ordering and Invoicing Process

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

Request a Demonstration

We will be pleased to demonstrate NEC AnyCase 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 warm orange gradient. On the left, there are three contact options: an email icon with 'frameworks@necsws.com', a globe icon with 'necsws.com', and a Twitter icon with '@nec_sws'. The NEC logo is in the top right corner. Below the contact information, there is a section titled 'About NEC Software Solutions' with a paragraph of text. At the bottom left, the company's address and phone number are listed.

✉ 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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