



MEGANEXUS
An NEC Company



Crown
Commercial
Service
Supplier

CAPTR CASE MANAGEMENT

A FULLY CUSTOMISABLE, SAAS
PLATFORM TO DELIVER DIGITAL
INTERVENTIONS AT SCALE, RECORD
PROGRESS AND EVIDENCE OUTCOMES

PUBLIC SERVICES REIMAGINED; LIVES TRANSFORMED

WWW.MEGANEXUS.COM

Service Definition

This service is provided by Meganexus Ltd. CAPTR Case Management is a secure, fully customisable, SaaS platform to deliver digital interventions at scale. It tracks cases from referral to resolution, supports a mastery path for personalised recommendations, manages documents, generates custom reports to evidence outcomes, and integrates with other systems to streamline processes.

Overview

Meganexus is a leading provider of secure software solutions to the government and public sector organisations. We are dedicated to enhancing public services by utilising the latest technologies, artificial intelligence and leading development resources.

We work with professionals across various domains to design software solutions that are customisable, easy to use, implement and deliver measurable outcomes. Our active sectors include Justice, Police, Local Authorities and Councils and Voluntary, Community and Social Enterprises.

Meganexus is ISO 27001:2022, ISO 9001, and Cyber Essentials Plus certified. Our Information Security Management System (ISMS) is core to all our operations, both in terms of development and support. Our solutions include:

- Rehabilitation and Through-the-Gate solutions for the Ministry of Justice, now in use in every prison in England & Wales
- A contract management solution for the MoJ to manage prison education contracts and broader regime activities effectively
- Customised training and interventions management solutions for probation and rehabilitation service providers
- Upskilling solutions for local authorities, police, charities and corporate workforces
- Assessment and tracking solutions for healthcare providers, including NHS Trusts and mental health organisations

Features

CAPTR Case Management is a web-based, GDS, WCAG-compliant platform to manage a range of digital interventions to track user progress. It streamlines the data entry across the organisation, eliminating data silos and duplications from paper-based processes. It enables professionals to save their valuable time and spend it delivering one-to-one support.

CAPTR Case Management has five components:

COMPLY: It enables the detailed reporting and analysis of various crucial performance metrics for organisations. For example, the percentage of users who completed the intervention within 3 months. Further, it helps oversee KPI and SLA fulfilment by multiple suppliers.

ASSESS: The built-in **Flexible Asset Builder** (FAB) functionality enables loading of existing assessments or creating new ones, such as baseline, outcome and follow-up assessments. It supports a combination of question formats, e.g. Multiple Choice Questions, Free Text Inputs, File Uploads, Checkboxes, etc. Users can complete the assessments on their own or with the help of a support worker/professional. The responses are automatically integrated into the user profiles for tailored support.

PLAN: The built-in **Mastery Path** feature generates **SMART** (Specific, Measurable, Achievable, Relevant, Time-bound) goals based on initial assessment. Based on these goals, personalised plans/courses are assigned per user to match their needs.

TRACK: It allows professionals to measure the distance travelled (Day 1 to Day X) by users after an intervention, monitor their progress, and to provide feedback and positive reinforcement.

REPORT: The administrators can create custom reports, share them with stakeholders at scheduled intervals and evidence outcomes for building strategies.

Benefits

CAPTR Case Management is designed to help organisations delivering support to a large group of people and handling their sensitive data. Security of data and ease of use are central to its design.

Justice Sector: To capture service user data, manage their cases and journey through a range of digital interventions. Manage regulatory compliance across the supplier framework.

Police: The in-built secure AI assesses knowledge and training gaps to deliver tailored training solutions. It supports officers by providing instant access to policies, procedures or legislation on a mobile device during operations and ensures professional standards are achieved.

Local Authorities and Councils: To collect and manage citizen data to provide public services efficiently. Create custom reports to build strategies.

VCSEs/Charities: To manage digital interventions such as substance use, smoking cessation, employment and training, track progress, provide tailored support and measure outcomes.

Information Security

Meganexus is ISO 27001, ISO 9001, Cyber Essentials and Cyber Essentials Plus certified. We provide Security Cleared (SC) Helpdesk personnel who are fully vetted and authorised to handle sensitive data. Our offices are regularly audited for physical security and our development and test networks are accredited.

Role-Based Access Control (RBAC)

All Meganexus products incorporate RBAC.

Multi Tenancy and Customer Separation

CAPTR Case Management provides out-of-the-box multi-tenancy capabilities within a single hosting environment. Separate installations can also be set up if required.

Request for Demonstration

To find out more about CAPTR Case Management, its features and benefits for your organisation, write to us at support@meganexus.com. We will be happy to provide a demonstration customised to your specific requirements.

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ENHANCED DECISION-MAKING WITH SECURE AI FOR SENSITIVE DATA.



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