

**V**ictim  
**I**ncident  
**M**anagement  
**S**ystem



## Victim Incident Management System (VIMS)

VIMS is a web based incident management system developed by Entegraty Professional Services as a result of three years collaboration and work with the victim and witness services organisations in the United Kingdom. VIMS is designed to automate and streamline incident handling using business workflows defined by individual organisations. It empowers victim and witness services teams with the tools required to improve the quality of service delivery and reduce costs.

### Key Features:

- Automated incident handling based on business workflows
- Intuitive and easy to use
- Incident progress tracking throughout incident life cycle
- Service delivery and quality assurance using “Needs Assessment” module
- 360 degree visibility of all the incident data
- Automatic recording and saving of all communications against the incident
- Association of different types of people such as case worker, manager, volunteer or other affiliated organisations with a single incident
- Anonymise or mark victim data as “unknown” on creation
- Manual and automated bulk data entry
- Management information and reporting
- Monitor service delivery and performance using Dashboards
- Data security and access control

# VIMS | Victim Incident Management System

VIMS is a web based application that has been developed by Entegraty Professional Services specifically for the requirements of Criminal Justice and Public Sector organisations.

## VIMS Features

- Easy to use Victim and Incident Management system
- Hosted in a secure environment with additional application control features
- Victim and incident process tracking
- Inbuilt victim service team auditing
- Victim and incident bulk Import tool
- Archiving facility

## Our Services

- CRM Professional Services
- Hosting
- Technical Support
- Application Support

## Contact Us

For more information on any of our products and services, please contact us at:

### Entegraty Professional Services

Phone:  
+44 (0)20 8335 5910

Email:  
[enquiries@entegraty.com](mailto:enquiries@entegraty.com)

Visit us on line at:  
[www.entegraty.com/crm-systems](http://www.entegraty.com/crm-systems)

The screenshot displays the VIMS web application interface. At the top, there is a navigation menu with options like 'Quick Start', 'Dashboard', 'Calendar', 'Contacts', 'Cases', 'Shared Documents', 'Preferences', 'Groups', 'Time and Expenses', and 'Main Menu'. Below the menu, there is a 'Sage CRM User Survey' section with a progress bar and a '73 Cases in Total' indicator. A legend below the bar shows various case statuses: Received (50), Risk Assessed (2), Rejected (1), Needs Assessed (12), Quality Review (2), NoFurtherAction (3), and Changed Needs Status (3). Below the legend is a table with 79 cases, showing columns for Status, Crime Type, RefId, Description, Assigned To, Stage, and Territory. The table is currently on page 5 of 8. On the right side of the interface, there are filters for Needs Status, Status, Stage, and Territory, along with a 'Filter' button and a 'New Case' button.

## Benefits

- Easy to use web based interface
- Increased productivity of victim/witness service staff
- Enables victim incidents to be tracked and responded to
- Auditable history and central repository of victim communications.
- Defined process and escalation points
- Single view of relevant and comprehensive information on the dashboard
- Powerful reporting capabilities

VIMS utilises an intuitive, user friendly interface with a powerful feature set that has been developed on the Sage CRM platform.

Victim and Witness services teams are able to record referrals manually or by batch entry using VIMS built in data import tool.

Victim/Witness data can be anonymised on creation to meet the requirements of The Data Protection Act at the victim's discretion. Details of other case related persons such as a case worker, manager and volunteer as well as details of other relating persons from affiliated organisations or services can also be held within VIMS and is related to both the victim and the case records.

Security access can be set at field, record, user, team and territory levels, ensuring correct privileges are given to specified users or teams for accessing victim data and incidents that they are assigned to.

Workflows can be easily customised to meet the requirements of different types of services and incidents.

The Needs Assessment module manages the services that can be offered to individual victims or witnesses. This process enables the user to establish the correct specific service requirements of the victim/witness and to access the history of services delivered.

Full integration with Microsoft applications enable the creation of letters or emails directly from within the incident or victim record with a simple click of a button. All communications to a victim/witness are stored in a central repository against the victim/witness and incident.

VIMS incorporates an archiving solution which can be customised to meet specific service requirements.

## Person Management

The Person entity in VIMS contains all of the information relating to the person, including name, address and contact details. The person "type" field is used to distinguish the different types of person that maybe held within the system, for example victim, witness, case worker, manager, volunteer and any other person related to a affiliated organisation or service provider.

The level of authority afforded to a user is controlled and managed using various person attributes.

When entering victim data manually in the event that a victim does not wish their data to be recorded, VIMS offers additional options to anonymise or mark the person data as unknown. The inbuilt de-duplication process during the initial person or incident entry ensures that data repetition is kept to a minimum. The process also identifies and flags repeat victims, related victims or multiple victims.

## Incident Management

VIMS provides the victim service teams with the ability to record victim incidents and track the progress from creation to service delivery and finally to closure. If an incident is not followed up within the time allocated, it will automatically trigger an escalation procedure to inform the victim service team manager. This ensures that victim incidents are attended to in a timely manner and that issues are not lost or forgotten. Incidents have been designed so they can be associated to multiple persons, including the victim/witness, incident operator, volunteer and any other specialists service providers. The screen can display the specified fields depending on the type of service provided (e.g. Victim Service, Witness Service or Youth Justice).

**Information relating to the witness,** case worker, manager and volunteer are found linked to the victim's record, making it easy to navigate to the required information relating to the victim

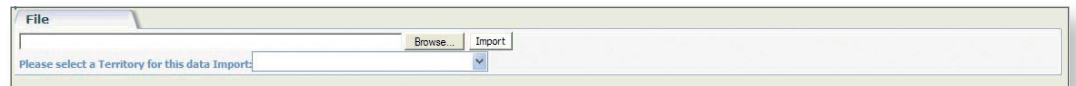
**Ability to anonymise** Victim data on creation

**Escalation notifications** to Service Managers can be setup if incidents are not followed up within the time allocated

**Incident Tracking** logged and date / time stamped at each workflow stage

## Victim / Incident Import facility

Victim and incident records can be created manually by service staff or via bulk entry using VIMS import tool. This provides the ability to import a preformatted (CSV) file from organisations such as the Police Authority into VIMS. The import routine uses client specified algorithms to assess each incident and to apply attributes such as risk and consent based on the victim's age and type of crime automating the flow of the newly created incidents.



**Victim data** can easily be imported in to VIMS from organisations such as Police Authorities.

**Easily customisable** workflow model can be modified to meet your organisations requirements

**VIMS assists** in helping deliver the correct service for the victim's needs

## Workflow

Once an incident has been assigned to a member of the victim/witness services team, the system workflow will guide users through the process of managing the incident.

The workflows have been designed based on victim support's process requirements but can be further modified according to individual organisations requirements. Every aspect of communications and needs assessments is managed through the workflow ensuring standardisation of processes.

At each step of the workflow, each workflow activity is logged and time stamped, therefore providing a tracking history for each incident.

## Needs

The Needs entity manages the services provided to individual victims and witnesses. As part of the workflow users are guided through the process of needs assessment which enables service staff to establish the specific requirements of victim or witness.

All communication including letters, emails, SMS and conversations made to and received from the victim/witness during the Need Assessments are logged against the incident and victim/witness.

Services delivered as a result of the needs assessment are also logged against the incident and can be tracked through the system.

Service	Details	Due Date	Action	Completed	Service Delivery	Time Taken	Upd:
Advocacy	Contact police on IP's behalf		Call officer in charge		Delivered by VS		15/9/20
Emotional Support	Emotional support required		Action home visit arranged		Delivered by VS		

**Territories can be set** up so access to records is restricted depending on user location.

**VIMS is fully integrated** with Microsoft Outlook so tasks and appointments are synchronised one or both ways with VIMS.

**Powerful and easy to** use inbuilt reporting tool

## Security

**Security access rights** can be managed across an organisation by setting up security profiles and territories.

**Profiling enables** grouping of service staff when defining access rights, thus simplifying user management. Users may be granted view, update, insert and delete rights when creating victim, witness incident or communication records. Users may also be granted all of or a mixture of the above.

**In addition to the basic** access rights, users can further be grouped using rights by territory. For example a given user maybe granted rights to view all incidents in a particular territory without the rights to update them. Complex inter-territory security rights are catered for using both profiles and territories.

## Integrations

**VIMS integration** with the Microsoft Office suite enables the service staff to create letters and emails using the inbuilt mail merge facility to populate person data directly from incident records.

**Emails can be sent** directly from the system which automatically creates and attaches to the incident a communication history record for auditing and tracking purposes.

**VIMS integration** with Microsoft Outlook allows all contact records, calendar appointments and tasks to be imported and synchronised at a user level. The option to use the entire VIMS interface within standard Microsoft Outlook interface is also available.

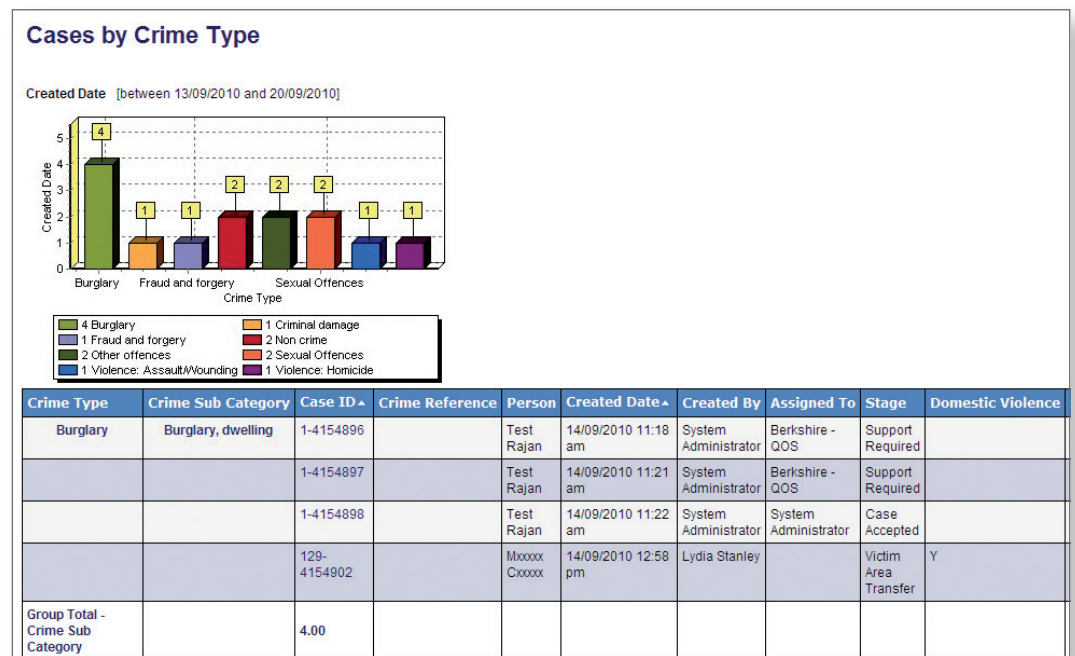
**Document and email templates** can be setup and uploaded to VIMS which will provide service staff with a central repository of predefined standard templates for use when contacting victims and witnesses. These templates can also be linked to workflow actions.

## Reporting

**VIMS provides victim service management** teams with powerful reporting capabilities making it easy to monitor service performance and delivery.

**Reports and dashboards** provide overview information and detailed analysis on metrics such as incident volume, risk levels, communications and follow up statistics.

**Reports can be embedded** with graphs, charts and summary information to provide analysis over different time periods (e.g. daily, weekly, and monthly).







## Entegraty PS Ltd

Suite 4  
Sundial Court  
Surbiton  
Surrey  
KT5 9NN

+44 (0)20 8335 5910  
[www.entegraty.com](http://www.entegraty.com)