State Criminal Justice Division

Keeping victims informed by leveraging a powerful and reliable critical communications system

This state division is responsible for ensuring every crime victim stays informed of information related to their case. Due to high crime rates, thousands of cases are pending each year.

Challenge

This state agency is required to meet regulations for keeping crime victims informed. This includes information such as the status of legal proceedings as well as the transfer and/or release of perpetrators. Although the division had an existing victim notification system, there were frequent problems with messaging. Staff often resorted to email and phone notifications, which were inefficient and time-consuming. They needed a modern solution capable of integrating with their existing case management software. Data security and the ability for staff to continue working in the systems they're already familiar with were additional requirements.

✓ **Deliver fast, efficient alerts** in a secure manner

✓ **Create custom fields** for messages that are always tailored and relevant

✓ **Expedite highly specific workflows** around responses and escalations

Solution

The OnSolve® Platform now serves as the messaging engine behind the division's victim notification system. The robust open API acts as a middleman between their existing case management software and the Platform. This addresses every single one of the division's goals. Victims consistently receive notifications. Sensitive, crime-related data remains housed internally. Staff can handle multiple tasks without having to learn a new system. Confirmation receipts and responses are sent back in real time, enabling a smoother communications process between the division and the crime victims they serve.

Why They Chose OnSolve

As one of the only vendors willing to think outside of the box and create a customized solution, OnSolve was uniquely positioned to meet this division's needs. After learning of the success experienced by a counterpart within their state agency, it was clear another OnSolve solution was the right choice. The integration capabilities of the Platform deliver an unparalleled level of flexibility. Not only does it keep the data securely stored on their side, but it required no additional training for staff. Now they're able to leverage a powerful and reliable communications platform as the engine behind their notifications to victims.

Read more use cases and customer stories at onsolve.com