

## CASE STUDY INCREASING CASE HANDLING SPEED AND MAXIMISING PRODUCTIVITY

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Equiniti ICS provided a major forensics science organisation with a sophisticated case management system (CMS) that is flexible, scalable, and integrates seamlessly with a range of software products, including the Causeway Criminal Justice Hub.

### Key Benefits

Flexible and scalable solution that has successfully met business needs and changes over the last 5 years

- Increased collaboration by providing visibility into the status of each case
- Seamless integration with a range of software products and systems
- Extensive search and retrieval facilities
- User-friendly and intuitive interface
- Full evidence tracking system with full auditability and accountability
- Evidence dispatching mechanism, including party signature collection

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### Industry

Forensics

### Solution

Case Management System (CMS)

### Overview

FSNI provides forensic science support to the police service and the criminal justice system in Northern Ireland. FSNI needed a robust solution to manage the volume of exhibits being submitted for forensic investigation – one that would enable it to provide a more efficient and effective service. Equiniti ICS provided FSNI with a sophisticated CMS that is flexible, scalable, and integrates seamlessly with a range of software products, including the Causeway Criminal Justice Hub.

### The challenge

As the volume of exhibit submissions received by Forensic Science Northern Ireland (FSNI) increases, so too does the need to manage these submissions effectively and efficiently by automating and streamlining case handling processes.

In many cases, particularly major incidents, a large number of items may be submitted to FSNI, and comprehensive notes must be kept on individual items whilst ensuring that full evidential item-tracking is maintained. This information must then be examined to establish the relevance of each item. FSNI therefore required a modern multi-functional software system with the capacity to store information and present it in an accessible way. The system would need to address a number of FSNI's day-to-day operational challenges, including:

- The need to streamline and enhance end -to- end processing of operational processes and case management processing
- Management of workload around staff availability
- Continuous exhibit tracking and tracing, including receipt and delivery
- Case prioritisation reactive to customer demands based on incident type and item examinations.

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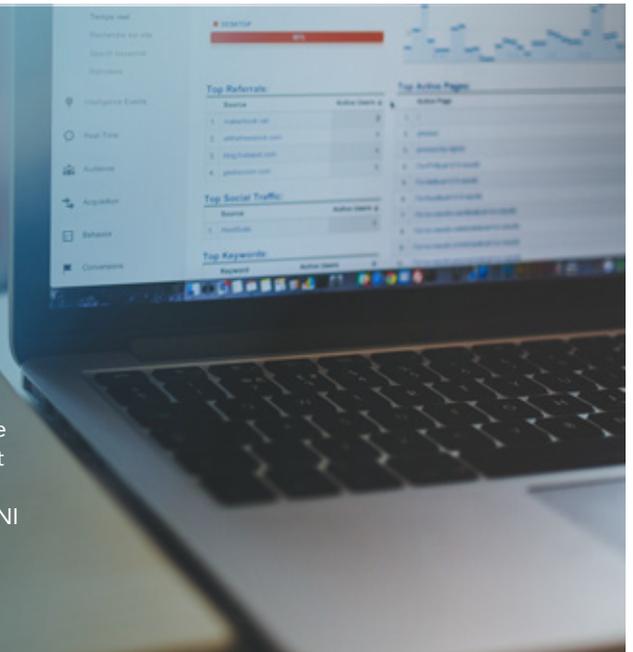
Equiniti ICS continues to give support and advice to FSNI on the management of their systems.

### Solution

Equiniti ICS provided FSNI with a forensic case management system fully integrated with a COTS laboratory information management (LIMS) system and a quality management EDRMS system.

Individual modules within the case management system hold information including details of each case and crime type to support the forensic work requested, such as the location of the incident, the date, parties involved, and full details of the teams charged with the examination of associated items. Other modules enable staff to record the movement of every item or exhibit through the system using bar codes. Individual target dates are calculated from internal data or, where appropriate, from deadlines set by outside agencies. Most importantly, the system provides users with easy access to case information, and facilitates sophisticated business intelligence reporting. Items submitted to FSNI have full traceability, right from the point of item reception at the laboratory. In addition, the system fully recognises and complies with all customer specified product requirements, allowing FSNI to prioritise work according to urgency codes.

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### Bill Cooke, Perseus Implementation Manager, FSNI

FSNI drew up a blueprint of the type of system needed, and invited a number of companies to bid for the business. Equiniti ICS was chosen on the basis of the most economically advantageous tender and awarded the contract. Our old system was effective but basic, but this one is much more functional and user-friendly and is able to handle much more information. It has enabled us to expand organically and take on board additional applications, such as a system that handles the data and provides the user interface for the Northern Ireland DNA database. The new invoicing application has streamlined the production of invoices for private customers. In the past, paper records were used to document the appropriate charges, which were often not passed to the administration section. The automated system means that all jobs are charged correctly and this has reduced the amount of paper flowing through the organisation. We will be expanding the invoicing system to include our public sector customers before the end of this financial year.

### About Equiniti ICS

Equiniti ICS is an intelligent provider of sophisticated technology, administration, processing and payments services, delivered by over 5,000 employees worldwide. Our mission is making complex things simple for organisations and individuals alike.

### About FSNI

Forensic Science Northern Ireland (FSNI) is an Agency within the Department of Justice (DoJ) located at Seapark, Carrickfergus. As part of an extensive remit and scope of services, it is responsible for the provision of impartial scientific advice and support to the Criminal Justice System.

Support is also given to the Police Ombudsman for Northern Ireland, the State Pathologist, and other investigative authorities, and the organisation's services are available to a variety of other customers representing both defence and prosecution interests in criminal cases.