



Crimson Case Management System

Crimson is a series of investigative modules used individually or as a complete seamless solution. It provides customers with greater choice and flexibility when deciding the most appropriate way to support their investigative resources.

Flexibility

From complex investigations to straightforward lower level crime and incident management Crimson will support every stage of the investigative process.

Protecting Workers from Exploitation

WPC Software is helping the Gangmasters Licensing Authority improve communications and bring rogue labour providers to justice more quickly.

A war is being waged against unlicensed gangmasters who exploit vulnerable workers in the UK.

The job of protecting them falls to the Gangmasters Licensing Authority (GLA) which was set up to curb the abuse of workers.

The GLA regulates the businesses that are licensed to provide labour in this country, whether it's picking produce on farms or associated processing and packaging work. Its central intelligence team is based in Nottingham and has approximately 30 enforcement officers working from home across the UK.

The GLA needed a solution that would allow investigators to record all allegations of worker exploitation in one place. Because officers are spread across the country, the ability to communicate any potentially linked allegations was paramount.

The GLA adopted WPC Software's Crimson investigation and case management system. Crimson provides a central hub through which all information relating to allegations and subsequent investigations can be stored.

The .Net software system allows the GLA's enforcement officers to work remotely, updating cases in real time and feeding information to the investigative and licensing teams.

"Once my teams receive an allegation they do all the necessary background research and prepare cases for investigation and enforcement as required," said the GLA's intelligence manager Ian Walker.

"But we didn't have a structured means of capturing all the information from cases that my teams were working on. Officers had developed their own personal ways of recording the enquiries they had undertaken so this was stored on different hard-copy documents and spreadsheets. Crimson brings all that information together in one place.



WPC Software Limited

WPC Software Limited is an established provider of information technology solutions, designing and developing complex applications, as well as offering a full range of IT consultancy services.

With a focus on the public sector, our knowledge and experience of that market has allowed us to deliver services that add real value, offer strong post-sales support and, crucially, deliver on time and within budgets.

WPC's customers include over 95% of police forces in the UK as well as local authorities, government agencies, fire & rescue services and private companies.

"The system allows us to capture everything, from an initial complaint right up to the point of taking enforcement action. We can start an investigation at the click of a button in Crimson."

Crimson has been developed to suit a variety of investigative situations and is comprised of modules for the management of investigations, incidents and intelligence.

"We get information from a variety of different sources which includes workers and labour providers, our own staff and offices, as well as other law enforcement bodies and government departments," added Mr Walker.

"And having received that information we look for opportunities to enrich and corroborate it where we can. That adds to our risk assessment and prioritisation process.

"Everything we do, and the information we receive, we capture together within Crimson, either within the incident record if pre-investigation or, if the decision is taken to progress to investigation, within the investigation side of Crimson.

"Once a case goes for investigation, the investigating officers can link to the incident record and see all the enquiries that have been carried out previously. This means they don't have to duplicate all the work that has already been done.

"By using Crimson we have been able to reduce the time spent double keying information from system to system."

When working with outside organisations, such as local authorities or UK police forces, the GLA is now well placed to put together a 'big picture' of incidents providing critical support and specialist knowledge to all agencies involved.

"Crimson also has a separate intelligence module. We can import information in document form from our existing intelligence system into the incident and

investigation records within Crimson," said Mr Walker

"This has improved our intelligence capability as well because it allows us to join up all the dots. Depending on how much you choose to use this module, Crimson is an effective intelligence system in its own right."

As Crimson users are able to log into the system and update case information in real time, decisions can be made quickly by supervisors who can view all associated information.

"It's improved efficiency no end," said Mr Walker. "At any given period of time managers can go in and see what stage the investigation is at, what exactly has been done and what the outcome was."

Crimson can also create a case file and intelligence recorded within the system can be allocated a disclosure code, simplifying the process of preparing a file for court.

"This has made case preparation much easier and means that the Crown Prosecution Service can bring cases to court far more quickly," added Mr Walker. "It's made the process much more efficient and more effective."

Glenn Bewes, managing director of WPC Software, said: "We have worked closely with the GLA to provide a tailored solution that was able to support its business processes.

"Crimson is a very flexible system which can be used by any teams that require the ability to collate intelligence, allegations and develop these into investigations.

Mr Bewes added: "We are delighted to have been able to provide an effective solution that has allowed the GLA to save time, improve communication and bring unscrupulous and unlicensed gangmasters to justice more quickly."