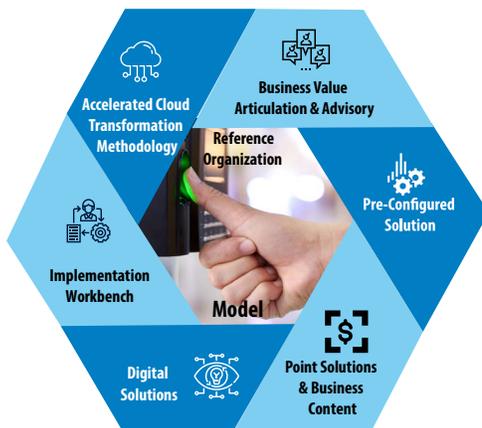# REF-OR-M SOLUTION – CITIZEN SAFETY SERVICES

The REF-OR-M Citizen Safety Services Solution, based on the REF-OR-M framework offers a pre-configured, end-to-end reference solution, tailored to suit Customer Engagement and Services for management of reports of abuse or neglect of citizens. It comprises end to end process flows, proven best practices from successful, D365 transformation engagements to achieve greater business value with Microsoft Dynamics 365. This solution addresses the Safety Reports' Management and Processing across multiple stages for protection of all segments of citizens-children, adults and senior citizens.

The REF-OR-M Solution for Citizen Safety Services offers solution components for efficient Citizen engagement and experience with service metrics, Omni channel case and SLA management, customer facing virtual assistants, AIML based targeting, personalization, sales management, scoring, for enhanced high-value interactions with mobility for easy reporting and self service

REF-OR-M Framework

Accelerated Cloud Transformation Methodology

Business Value Articulation & Advisory

Reference Organization

Pre-Configured Solution

Implementation Workbench

Model

Digital Solutions

Point Solutions & Business Content

REF-OR-M » Reference Organization Model

The Citizen Safety Services solution is built using the Reference Organization (REF-OR-M) Framework which is a pre-packaged solution enabling faster deployment, reduced TCO, enhanced experience and superior quality

Solution Capabilities & Business Process Breakdown

Infosys REFORM Solution Offerings on Microsoft Dynamics 365

Safety Report Creation	Safety Report Processing	Finance
• Reporter Registration • Safety Report Creation • Safety Report Submission for Processing • Safety Reports tracking for status • Safety Report download for offline record • Reporter Profile Management	• Safety Report movement through Inquiry and Support Services modules • Service Providers Repository and Maintenance • Document Management/ Collaboration • Outlook Integration • Activity Management	• Contract Management • Fund management • Invoice generation • Purchase Order generation

Inquiry Management		Digital Services
• Member Management • Crime Assessment • Safety Assessment • Approval Process • Screening Decisions • Allegations Validation • Inquiry Notes	• Report Submission to Support Services • Document Management	• Dashboards & Analytics • Self Service reporting via digital channels • Mobile Apps with Offline capability • Self Service with Virtual Assistant & intelligence

Deployment Approach

Initial Due Diligence using our ACE program

Business Value Articulation to explore the solution to define road-map to form end-to-end business processes; where value resides in the execution of these process steps

Preconfigured ; Pre-built Point Solution and Business content

- Ready to run configurations specific for Citizen Safety Solution,
- System specific process flows for further customization analysis

Point Solutions, Business Content & Digital Solutions

- Bolt-on Solutions specific to industry requirement
- Digital Solutions ready to deploy specific to industry requirement

Applicability of REFORM Solution

- **Greenfield implementation, Upgrade** or move to modernization using a digital platform like Dynamics 365
- Enable and discover the solution with a **Show and Tell approach** rather than only Tell approach and in language of Citizen Safety
- Focus on building application in **agile and incremental** way
- Leverage **best practices from successful** Dynamics 365 transformation engagements and reduced handoffs between systems and groups to achieve greater business value
- Consolidation of customer records to create a single source of the truth that represents all channels and customer touch points i.e., **synchronized customer information**
- **Advanced analytics** to gain insights from data captured from interactions across various channels

Key Benefits and Outcomes

Productivity

Increase productivity and turn around time with stage wise business process flow, automated notifications, auto generated task checklist, quick data entry and Outlook integration

Enhanced Safety

Increased automation and business process management resulting in overall enhanced safety management

Business Transforming Apps & Tools

Mobile app with limited yet necessary functionalities with offline capability, address validators, Chat Bots, SharePoint Integration for collaboration.

Intuitive User Interface

Modern day interface for better user experience, optimal viewing and enhanced performance.

Accessible on the go

Responsive design for rendering on any screen, device (tablets/ phones), browser and orientation, yielding similar experience.

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