

Novabrain Victim Assistance Services Edition Case Study

"Novabrain has provided us with a cost effective, powerful solution. We were up and running within an hour and our increase in productivity has been incredible"

Tracy Bray
Executive Director
Ottawa Victim Services

Novabrain Increases Productivity for Ottawa Victim Services (OVS)

About OVS

Ottawa Victim Services (OVS) is a non-profit, charitable community-based organization working in partnership with police, emergency and community services to meet the short - term needs of victims of crime and tragic circumstances by providing emotional support, practical assistance, and referrals to community resources. They rely on a dedicated team of over 100 volunteers and provide assistance to over 1200 victims a year.

The Business Challenge: Data Management and Reporting

OVS had outgrown their database. The OVS team had been entering all client and volunteer information into an access database and storing electronic documents and reports in a shared folder on the server. There was no effective way to retrieve documents and electronic communications that were associated with their clients and volunteers. Monthly and quarterly reporting was a time consuming, intensive, paper based process that would typically take 20-30 hours of dedicated time per month.

The need for a comprehensive solution that would provide a complete view into their data had become critical. After reviewing solutions, Novabrain Technologies was selected based on their ability to provide full data visibility, customization, and the bonus - no additional investment in hardware.

The Solution

The Novabrain Victim Assistance Services Edition solution was implemented in less than one hour. The solution provides an interface to capture, store and associate all electronic information, including documents, resumes and emails in one central repository. All relevant information is associated with a client, case or volunteer, as needed. Retrieval of information is as easy as searching the web and employees no longer have to question where they should save a document or email.

Result Highlights

- Productivity increased by an estimated 30%.
- Monthly and Quarterly Reports can be generated with the click of the mouse.
- Access to relevant content – resumes, emails, documents as easy as searching the web.
- Centralized Data Repository.
- Dramatic reduction in paper files creation and storage.

Contact information

Novabrain

Eric Dumont:
eric.dumont@novabrain.com
Victim Assistance Edition group:
vas@novabrain.com

Phone: 613-728-2022 ext 212
Toll Free: 888-440-2022
Fax: 613-728-2456

www.victimassistancesoftware.com

Ottawa Victim Services

Tracy Bray:
tracybray@ovs-svo.com

Phone: (613) 238-2762 ext 222

www.ovs-svo.com

ottawa
VICTIM SERVICES
SERVICES AUX VICTIMES
d'ottawa

NOVABRAIN
FILE SERVER CONTENT MANAGEMENT