
High Performance Software for Managing Mediation Services

Functions

- Comprehensive case records with audit trails
- Mediator activity, profile, cost, training, feedback and supervision records
- Referrers and their staff records
- Marketing mail list manager and letter/email writer
- Case contacts manager
- Cases link sets of parties, mediators and agencies
- Standard letter templates
- Integrated email and fax
- Progress reporting to referrers
- Event scheduling and diaries
- Event costing and pricing
- Flexible invoicing and VAT
- Printing letter headings with letters on plain paper
- One click dialling of telephone numbers (not on MacOS X)
- Built-in context-sensitive help system and printable user guide
- User activity recording
- Comprehensive built-in analysis reports, with coding to Legal Service Commission standards
- Editing and secure submission of meeting reports from mediators' own computers
- Online report submission
- Applicable to all types of mediation cases simultaneously.

Database Features

- Multi-user over TCP/IP networks
- 1 to 100 users
- Individual passwords for users, managers and the administrator
- Automatic record locking
- Fully relational at all levels
- Capacity for millions of records
- Cross platform for Windows and Mac OS X simultaneously
- System administration built-in
- Automatic back up copying
- Remote maintenance and automated updating.

interMediate is a comprehensive system for managing mediation services. It's designed for use without specialist training by people who aren't IT specialists, with an understandable and helpful user interface. It isolates the user from the complexity of an extensive and expandable database.

The user sees only the information required for the activity in hand, with an integrated help system that selects help pages as needed. The software is fast and responsive, whether used on its host computer or over a network.

interMediate functions meet the needs of both profit making and non-profit mediation in family, community, restorative, workplace or civil cases. It manages the mediation process to a high standard, from entering an enquiry to invoicing and reporting on completed cases. This includes an events schedule, marketing to referrers, managing a team of mediators and invoicing.

Customers receive the latest version at no extra charge under a low cost support subscription. Automated installation takes only a few minutes.

The main benefit of interMediate is in greatly improved productivity, enabling mediation services to grow without unmanageable administration costs. Quality of service benefits from the best practice on which the system is based and from minimising errors and miscommunication. Proper security and audit trails protect privacy and fully document the mediation service's actions.

interMediate manages a mix of case types, publicly funded or not, for profit and non-profit. This supports non-profit services in supplementing their funding by also mediating for income, including acting as a case manager for fee earning mediators.

Licences for complete systems may be purchased or rented. For rental licences there is no initial capital outlay beyond the first quarter's subscription. In most circumstances interMediate can be expected to save more than it costs, contributing positive cash flow from the outset for rental licences.

Resolute Systems

interMediate System Requirements Summary

This is a general guide. Please see the System Requirements document before installation.

Windows - database client

Intel Pentium IV or dual core computer with CD-ROM, 1024 x 768 or greater display, 768MB memory and Windows XP/Vista/7. For Vista/7, add a further 1GB memory. Disk space requirement varies with the number of records in the system. For client systems, a 100 Mbit/sec or faster network interface is necessary with cabling to suit. For integration with email and Internet services, Internet access is necessary, with a fast broadband connection and good service quality. For fax output the modem should have fax sending capability and software.

Windows - database host

Dual core computer with CD-ROM, 1024 x 768 or greater display, 1GB memory and Windows XP will be able to support up to 4 concurrent users on a network. For 6 to 10 users, increase the memory to 2GB. For Vista/7, add a further 1GB memory. Disc space requirement varies with the number of records in the system. For multi-user systems, a 100 Mbit/sec or faster network interface is necessary with cabling to suit. For integration with email and Internet services, Internet access is necessary, with a fast broadband connection and good service quality. For fax output the modem should have fax sending and software. Computers with budget processors (ie Celeron, Sempron, Atom, etc) are not suitable for use as database hosts.

Macintosh - database host or client

The minimum requirement is any Macintosh running OS X 10.5 or later, with 2GB memory to support up to 4 concurrent users on a network. For 6 to 10 users, add 1GB memory. Disc space requirement varies with the number of records in the system. For multi-user systems, 100 mbit or faster network cabling is necessary. For integration with email and Internet services, Internet access is necessary with a fast broadband connection and good service quality. For fax output a fax modem is necessary. Auto-dialling of telephone numbers is not supported on Mac OS X for the time being.

Recommended Peripherals

Uninterruptable power supply or voltage regulator for a shared interMediate host computer.
Good quality general purpose printer.
Good quality firewall router for broadband Internet access.
A reliable back up system.

Software

Email software with MAPI (a programming interface for exchanging emails with other software).
Internet access service, arranged separately.
PDF reader software.

Network Configuration

Broadband internet access with good quality connections.
For systems with more than 10 users, check the host hardware and software with Resolute Systems.
Networks can be any mixture of Windows or Macintosh computers.

Installation and Training

Installation is straightforward, usually by the customer with telephone guidance. Developing routines for data sharing with other systems is available as a service at extra cost.

interMediate is designed for learning in use with extensive on-screen prompts, a help system and an introductory user guide. Most users do not require formal training, although it can be arranged upon request for an extra charge. The system administrator does not have to be a systems professional.

interMediate specifications and system requirements are subject to change without notice. Resolute Systems (UK) Limited markets interMediate software under licence from Colin MacGregor, owner, developer and sole licensor of interMediate software.

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