



SCC

Police

protect.

Harnessing digital to
transform public safety

Sector: **Police**

Harnessing digital to transform public safety.

we simplify.

Transformational technologies

Introduction



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In the face of reduced budgets, changing public and social needs, forces are seeking to transform ways of working to allow more effective engagement with the communities they serve. The changing nature of crime is placing new demands on police services to respond to ever-evolving threats, whilst driving efficiencies. Digital transformation can relieve the pressure on police time, make better use of data, integrate services, combat the growing problem of cyber security and ultimately release officers to deal with situations that need greater human involvement.

The real challenge is to enable digital transformation that is focused on and supports the human aspects of policing that digital solutions can never replace. As this can be seen in the Policing Vision 2025 report which says that, by 2025, to better protect the public, we will enhance our response to new and complex threats and we will develop our network and the way we deliver specialist capabilities by reinforcing and connecting policing locally, nationally and beyond. Digital policing will make it easier for the public to contact the police wherever they are in the country, enable us to make better use of digital intelligence and evidence and transfer all material in a digital format to the criminal justice system.

At SCC, we deliver specialist Information and Communications Technology solutions via direct award or numerous Government Frameworks, not just to police forces, but to all emergency services, including fire and rescue and ambulance services across the UK. Our solutions support the core technologies and systems required to run the critical day-to-day

activities that help to strengthen performance and collaboration, improve community and citizen engagement and deliver efficiency savings. SCC is well aligned in terms of our real experiences of supporting emergency services customers, delivering core services, capabilities and our sector relevant partner ecosystem.

Key Challenges in the Police Sector

The Changing Face of UK Policing

The police service is facing a rapidly changing landscape, whilst trying to deliver new and improved services to citizens. Demand for police services has reached record levels, along with new threats that are constantly evolving. This demand is being compounded by increasing attrition numbers within the police officer profession, caused by an increasing workload and low job satisfaction. It is estimated that within the next 20 years, the police sector will experience officer attrition rates comparable to standard profession market trends. Previously policing was considered a career long vocation, however the sector has not been immune to the job jump culture of today's employee market, with many trainee or junior police officers leaving the profession early on in their careers.

To counteract this growing trend and to attract new talent to the Force, local constabularies need to prioritise creating an inclusive workplace, which focuses on lowering workloads through process automation and provides a digital environment which closely aligns with the expectation of the modern workforce.

Police forces must also consider what part they need to play in global efforts to address climate change and meet the UK governments Net-Zero carbon emissions ambition.

In November 2021, the Association of Police and Crime Commissioners, the National Police Chiefs' Council (NPCC) and Blue Light Commercial announced the launch of a decarbonisation programme. The programme will be delivered on a local level by forces overseen by a Sustainability Governance Board and will focus on the implementation of three key workstreams: Sustainability Strategy and Policy, Decarbonising the Fleet and Creating a More Efficient and Carbon Neutral Estate. Police forces will also need to work in collaboration with technology innovators to shape the environmental impact of their supply chain going forward.

With 80% of the current police fleet running on diesel and with fewer than 1,000 EV charging points, police forces need to start rapidly scaling their sustainability response if they hope to be ready for the Government's 2030 plan (to halt sales of new petrol and diesel cars). A fully electric police fleet would require over 8,000 charging stations to operate effectively. Some forces have already made significant progress in decarbonising their fleet but application across forces is inconsistent.

Collaborating to Improve Service Delivery for Citizens

In its 'Levelling Up White Paper', the Government has set out its mission to extend, deepen and simplify devolution across England. The goals are to address long-standing regional inequality, realign national and local budgets and improve public services for all constituents at a local level. However, if powers are given to authorities without the infrastructure and capabilities to deliver and without the funding necessary to administer new responsibilities, then taxpayers could suffer.

To drive cost savings and provide better support for the areas which need it most, police constabularies need to work together sharing data and resource to maximise outcomes at a reduced cost. By sharing data and resources local constabularies will have more autonomy to target areas which are in the most need and drive real change in the communities they serve.


The National Policing Digital Strategy 2020 - 2030, published by the NPCC, highlights the UK police forces plan to modernise the police service through digital transformation with an ambition to drive improvements in data, technology and the skills of the people that lead, manage and use it. To achieve this transformation locally,

regionally and nationally, a clear common roadmap is required across all forces, which considers the considerable legacy technology estate that many police forces are being hindered by and develops a common plan suitable for all.

Utilising and combining new technologies to modernise the police service will provide many benefits in terms of efficiencies and cost savings, as well as empowering the workforce like never before. However, this change is double-edged, as it will make many of the demands on policing increasingly more novel and complex, requiring an adaptive workforce with a more diverse set of skills and knowledge. Policing will need to find new ways of connecting to the skills, expertise and resources that are available, creating a new broader ecosystem of partners, including volunteers, public services and private sector expertise.

Technological Innovations and the Future of Policing

The COVID-19 pandemic has been a catalyst for driving technological advancement across the public sector, including within the police sector. Technology has enabled forces and staff to progress investigations regardless of their working location and without having to come into contact with victims or witnesses. Future opportunities for the police force



include increasing the use of Digital Evidence Management Systems to digitally transform hard media. This is a move which will support a seamless interface between policing and the criminal justice system, as digital evidence can be identified and presented easily, without delay.

Constabularies are looking to extend this further with some looking to adopt a 'cloud-based' information system which has been trialled in the US. Moving data to a cloud platform will give officers instant access to data, records and intelligence and allow them to update the system immediately with information to improve risk management and free officers from the tedium of repetitive administration. In the US, implementing a cloud-based data system saved one police force 240,000 officer admin hours, freeing up resource to be more effective in protecting citizens.

By utilising a cloud-based system to store digitised data, forces can take advantage of technological innovations such as Data Analytics and Artificial Intelligence (AI). Gathering comprehensive information about victims, offenders and locations quickly from an array of data sources, including CCTV and mobile technologies, will allow police forces to make decisions faster about where to target their limited resources. However, many of

AI's use cases require 'human profiling' systems which collect and interpret information on people's interests, behaviours, movements and physical characteristics in order to forecast future behaviour. This new form of 'deep' surveillance could create a society where practical opportunities for maintaining privacy are limited and where the level of access to information about peoples live is seen by many people to be unacceptable. Police forces must balance public safety with public approval when deploying technology in the future.

Responding to the Changing Nature of Crime

The police service must adapt to the rapidly changing nature of crime, especially in the digital world. Online crime has also grown dramatically, with the internet providing the opportunity to commit new types of crime, enabling some crime types to be committed on an industrial scale and facilitated many forms of "traditional" crime. Phishing, trolling, malware, online scams, revenge pornography and the proliferation of child abuse imagery go largely unrecorded, unanalysed and, as a result, are not fully understood. Criminals are exploiting technology and the tools to preserve anonymity online more quickly than law enforcement is able to bring new techniques to bear to identify them.

As a large holder of public information and data, police forces must also secure their own networks and data stores against the threat of cyber-attack. A breach would not only result in a large fine but also in a substantial loss of confidence from the public. As police forces look to modernise through partnership and the adoption of new connected technologies, they need to ensure security maintains a priority to protect their systems from powerful next generation security threats.

The CyberEdge 2022 Cyberthreat Defense Report found that 81.4 per cent of UK organisations experienced at least one cyber-attack in 2021, an increase of 10.3 per cent on the findings of the previous year. Investigating this ever increasing workload will require police forces to develop specialist skills in digital forensics and identify new technologies which can speed up the investigatory process.

Other future technologies also posing new risks and opportunities for the police service, include the invention of driverless cars, virtual reality and implant technology.

SCC's Services for the Police Sector

SCC has worked with the Police forces and blue light organisations for many years. During this time, we have developed and continue to evolve our experience, knowledge and understanding of the key challenges faced by our customers in the sector. Our full portfolio applies to many areas that can support our Police customers dependent upon the specific natures of their business however we consider the following to be critical as the sector continues to evolve.

Supply Chain

End-to-end supply chain management from procurement through to recycling and destruction.

Payment Solutions

SCC's Payment Solutions design bespoke payment agreements for all asset types incorporating all the intrinsic steps in the lifecycle of an asset and providing them on a simple 'cost per asset' basis.

Connectivity and Security

Modernising the underlying infrastructure of an organisation is key to enable access to technology innovation which drive real business insight, opportunity and cost savings.

Strategic Consultancy

SCC's Strategic Consultancy Practice helps customers to build their strategy in the right way and in the right order and most importantly before they make a significant technology investment.

SCC Collaboration

SCC's collaboration and communication solutions give employees the tools, technology and training to work effectively and efficiently together.

Supply Chain

The COVID-19 pandemic has driven organisations across the globe to change their working processes and how people access their services and police forces have not been exempt from this. The introduction of remote processes for warrant applications, conducting interviews, taking statements digitally and an increase in email communication, are just a few of the ways police forces have adapted. This pace of change is hard to maintain though, as the current ageing legacy infrastructure is a barrier to the adoption of the new working practices, required to enhance the safety of the public in the future. As supply chain issues caused by component shortages hit many IT providers accessing the kit required to remain operational is becoming challenging for forces.

Partnering with SCC will give police forces access to our 1000's of vendor partners and suppliers as well as our massive stock holding, stored across the UK to enable fast configuration and delivery to our customers. SCC can offer a one-stop-shop for our Police customers.

Our Approach

We hold the highest level of accreditation with most major vendors and have established key relationships at both distribution and reseller level. For police forces, this means we can guarantee access to technology and obtain it with preferential pricing and higher levels of vendor support. In addition, the scale of our distribution and logistics operation means we can keep

large stockholdings on the customer's behalf to provide greater assurance of supply, even when there are constraints in the supply chain.

Product Supply

SCC's supply services are underpinned by a comprehensive account management structure who establish each customer's logistics and order fulfilment challenges and requirements. Using our eBusiness asset management system Lifecycle™, helps police forces to reduce the administrative and transactional cost of purchasing IT equipment through a predefined catalogue of products available to order by the end user, with approval processes built in. Lifecycle™ also enables police forces to set the foundations of a stable asset register at the front end of the lifecycle and manage ongoing risk and compliance obligations through to the asset retirement stage.

Configuration

Prior to delivery to the police force end user, SCC will configure the device at our National Distribution Centre. This includes comprehensive configuration, image management and asset tagging for laptops, desktops, tablets, mobile devices, servers and switches. This facility has the capacity to roll out 780,000 configured devices annually and is designed to process up to 1,000 builds per shift, within agreed contractual service levels.

Recycling Services

To meet compliance requirements and ensure the safe destruction of data carrying devices to protect sensitive information, police forces need to work with an approved, secure recycler. SCC offer a number of recycling services including data erasure/destruction, full device destruction/recycling or an option to remarket and redeploy kit back into the organisation. For organisations with enhanced security protocols, we can recycle devices on the customer site. Our service portfolio contains both Government and MOD approved services.

Our services are designed to optimise the lifespan and overall value of assets in the customer's IT estate, encompassing their individual requirements, compliancy obligations, data security and CSR objectives. These can be particularly effective services for Police organisations, to help in the move towards sustainability and the Government's Net-Zero ambitions.

Why SCC Supply Chain Services for Police?

To achieve their transformation goals, police forces need to have a reliable supply of IT equipment available within tight timeframes and with a number of delivery options to reach their dispersed workforce. Purchasing kit up front for large roll out products and storing it in SCC's secure warehousing facility ready for configuration and delivery will enable police

forces to purchase IT at current prices and mitigate the risk of inflation which the UK economy is currently facing.

As the Police recruitment drive is currently the biggest in decades rapidly increasing officer and support staff numbers will challenge the IT supply chain of police forces to rapidly source, config and deliver IT equipment to new employees. This challenge is intensified due to global supply shortages of key components causing limitations of many end user compute devices. SCC can mitigate this risk through our partnerships with vendors and suppliers, giving us plenty of avenues to ensure the availability of products for the Police sector to get quickly officers equipped and mobile in protecting the community.

Payment Solutions

The current economic and regulatory climate, as well as changes in the threat landscape, constituent and employee expectation are driving police forces to transform working practices to become more agile and drive cost savings. Utilising the latest IT technologies is key to the success of long-term transformation, however legacy environments and outdated IT kit are holding police forces back from achieving their full potential. At a time where budgets need to be maximised, investing in IT equipment which will rapidly become outdated and depreciate in value, will not be high on the agenda for police forces despite the benefits of modernisation.

SCC's Payment Solutions service mitigates the initial investment in IT equipment by enabling police forces to transition from a Capex procurement model to an Opex model. Our Payment Solutions team are available to guide Police organisations and structure a payment profile against their technology projects, to suit budgetary needs and achieve the desired business outcomes for their organisation. This allows forces to utilise the latest IT innovations whilst predicting future IT spend and keeping costs down.

Our solutions utilise our relationships with trusted financial institutions and vendors to help our customers advance their technology needs and meet their strategic objectives. We can deliver a consumption-based model across all areas of technology from end user compute through to data centre services.

Our Services

Anything "as a Service"

The intention of SCC's 'as a Service' consumption model is to ensure that police forces who are currently trapped by their legacy infrastructures avoid sweating assets for longer than is needed. Continuing to use obsolete technology requires additional support and has more associated costs, including the cost to recycle the asset following decommissioning from the IT estate. SCC's solution incorporates all the intrinsic steps in the lifecycle of an asset and provides them on a simple 'cost per asset' basis.

Working with Forces we can design payment agreements for all asset types including End User Devices, Infrastructure, Storage, Print, Audio visual, Mobile and any associated services. Our agreements are bespoke to each requirement and can be structured to cover from 12 to 60 month periods.

Device as a Service (DVaaS)

Our DVaaS solution encompasses the full lifecycle of IT asset procurement including catalogue management and purchases, configuration and delivery, maintenance and support and finally, decommissioning and recycling. This removes the burden from police force internal IT teams of managing a complex IT estate and allows them to focus on delivering against strategic objectives.

Utilising our proprietary catalogue software Lifecycle™, customers and their users can log on to purchase pre-agreed IT bundles from leading IT vendors, which have a fixed term and monthly charge. This can be an individual purchase or bulk purchase and all selected bundles are configured and then delivered to either a centralised location or directly to an individual user. Support for the maintenance of the equipment is then delivered by SCC's geographically dispersed fleet of IT field engineers. Following the agreed refresh date, all IT is returned to SCC to be securely refurbished and either disposed or remarketed.

Software Payment Agreement (SPA)

Renewing software and support on an annual basis means having to negotiate a new contract each year. Vendors will typically increase prices each year for a renewal, typically by anywhere between 5%-25% per annum. Police forces will also have to factor in administrative costs associated with managing the procurement process. Many vendors offer discounts for multi-year options as they want to secure customers, however these incentives usually require organisations to pay the whole cost up front.

The SCC Multi-year Software Payment Agreement solution allows forces to take advantage of multi-year discounts from vendors whilst also being able to pay for the solution on an annual basis as if they were renewing annually.

Why SCC Payment Solutions for Police?

Due to budgetary and time constraints, many police forces have no clear plan to replace or modernise legacy systems and data that are critical to service provision, these systems are often old, unsupportable, vulnerable and a constraint on transformation. Legacy systems are still widespread across the police sector, which relies on them for important services, such as managing the UK's borders. The modernisation of these systems will provide the foundation for new digital services for citizens and the private sector, as well as ensure that the police sector can work collaboratively and effectively with their partners. The SCC Payment Solutions service can provide Police organisations with a cost-effective and simple way to be equipped with the latest technology without Capex expenditure and allow for a phased approach towards new, more up to date equipment. The circular economy of the SCC service will also support sustainability objectives through the sustainable recycling of IT.



Connectivity and Security

Police forces are being challenged to deliver focused services to more demanding citizens; citizens that want instant online access to policing services, on various devices. Additionally, policing is becoming more flexible, with technology integration enabling officers to update paperwork and portals whilst in the field. This challenges the underlying infrastructure of forces as they try to improve public safety, enabling officers to be more productive in the community.

Modernising the underlying infrastructure of police forces is also key to enabling access to technology innovations which drive real business insight, opportunity and cost savings, such as AI and Robotic Process Automation.

SCC has been providing network solutions to police forces for over 20 years, amassing a huge range of experience in the industry. Our dedicated networking professional services team are highly experienced in the design and implementation of network technologies. They work closely with our Police customers to understand their requirement in detail, through a range of consultancy services including a health check service which reviews the existing environment and how it underpins key initiatives that the Force needs to deliver on.

As the public sector continue to move to a cloud first approach, today's Wide Area Connectivity options offer a great transformation opportunity for police forces, allowing them to collaborate securely across the

network and support flexible policing initiatives.

Local Area Network (LAN)

The LAN is the bedrock of the network, as a stable, reliable and scalable solution is needed to underpin connectivity requirements across police stations. Elements such as Internet of Things are presenting a wider challenge for police forces as many different devices and systems are now network enabled and their infrastructure is struggling to flex with this requirement.

The management of the network is a key consideration, with newer technologies offering automation of various tasks to streamline day-to-day standard Police network functions. SCC has a range of options for the LAN to ensure that it underpins Police now and into the future and we have the experience helping a wide range of organisations to update their network according to their specific requirements.

Wireless

Wireless has become the standard connectivity medium for most users, whether it be corporate Police users or guests trying to access the network. The challenge is that wireless was originally an overlay to the wired network being installed into areas, such as meeting rooms and break-out areas, but now wireless needs to provide ubiquitous coverage across an entire organisation and with more and more devices being connected, consideration around user density needs to be factored in as well.

SD-WAN

Wide Area Networks are a staple of any organisation connecting the various offices and buildings together has been a requirement for many years, but SD-WAN now offers an alternative approach, where underlay technologies, such as direct internet access, not only offers better value for money, but a better architecture for today's Police sector in their new cloud connected world. Couple this with the enhanced security capabilities that Secure Access Service Edge offers for elements such as Network Access, Secure internet gateway, cloud firewalling and Cloud Access Security Broker, this offers a fantastic approach to Police's new hybrid working requirements.

SCC's Secure SD-WAN capability offers a one stop, end-to-end approach to provide a managed service offering that really delivers against these requirements offering great value for money and a flexible, secure approach to Wide Area Connectivity.

Why Connectivity and Security for Police?

For many Police organisations, the previous path of digital transformation has been accelerated through the pandemic, as Police organisations have increased their reliance on technology, digital platforms and have adopted innovative ways to reach their workforce and citizens. As a large holder of public information which is essential to the safety of the

country and running of our justice system, a cyber-attack on a police forces network could have cataclysmic effects, leading to crimes being unsolved and criminals being unpunished. SCC's approach offers an extension and evolution of the network infrastructure, which couples a managed service, that helps to save money on previous added resource, with enhanced security capabilities that de-risks the modern infrastructure to protect against cyber threats.

Strategic Consultancy

SCC Professional Services can provide a wide range of general, vendor independent consultancy services that can address a myriad of Police requirements. Our architects and consultants have extensive experience of delivering consultancy services for police forces of differing sizes enabling them to offer genuine, real-world insight and experience to our customers.

Digitalisation, a shifting international landscape and budgetary pressures are all adding to the need for police forces to evolve at pace. Central to seizing the opportunities hidden within this complex environment are large-scale innovation and transformation. It is needed to understand public demand through omni-channel avenues and evolve to meet those needs.

By exploiting the opportunities and managing the risks of digital technology, we deliver innovative and award-winning services based on the latest technology, training Police teams to achieve ongoing success.

SCC's Strategic Consultancy Practice can be broad and considers a range of subject matters and/or problems. It contains some of our most senior and experienced Enterprise and Solution Architects who engage at up to and including the most senior levels with customers. Utilising tried and tested methodologies derived from industry recognised frameworks such as The Open Group Architecture Framework, our consultants can deliver a broad range of services including:

- Technical presales support for complex and multi-tower engagements.
- Review and definition of a customer's strategic principles.
- Review and development of an existing IT strategy.
- Maturity assessments, either targeted or wide scope.
- Assess the current state (as is) of a customer's environment and help define the desired future state (to be).
- Create a technology roadmap that details the journey to the future state.
- Define and govern technology transformation programmes and complex service migration.
- Complete cost assessment and transformation exercises.
- **Enterprise Solutions** – Data centre modernisation, server/compute, storage, backup, virtualisation, converged and hyper-converged solutions.
- **Network and Network Security** – LAN, WAN and WLAN, software defined networks, next generation firewalls, IDS/IPS, identity and network access services.

Why Strategic Consultancy for Police?

With the eyes of the public upon them, police forces tread cautiously when it comes to investing, often seeking external consultation to help decide their path to digital transformation including, identifying IT strategy, rationalising software spending and hardware investments, among a flood of other advisory categories. The need to evolve legacy infrastructure is essential to future success and with tight budgets it is important that forces invest wisely in their infrastructures to meet existing and future demand.

The output of SCC's strategic consultancy service will be a road map which provides the foundation for new digital services which benefit citizens and staff alike. At SCC we can help police forces understand what they have, where they want to be and how they are going to get there, combining our specialist expertise with experience and insights from across both the public sector and the private industry. From implementing new IT to developing the workforce and embedding complex culture change, we help make Police Forces more agile and efficient.

Engagement with the strategic consultancy practice has shown itself to be a positive first step for police forces new to SCC, helping them to build their strategy in the right way and in the right order and most importantly before they make a significant technology investment.

Focus Areas

The key focus areas of SCC's consultancy services are as follows:

- **Modern Workplace** – Desktop transformation, Microsoft 365, configuration management application delivery, VDI, MDM and technology adoption.



we adapt.

Transformational technologies



SCC Collaboration

Collaboration between police forces, government agencies and other public sector organisations is key to delivering services to citizens. In a time where resources and budgets are becoming increasingly constrained, smoothing communication and data pathways between public sector organisations has never been more vital. Investing in collaboration and communication will lead to faster decision making and enhanced productivity by empowering employees to complete their tasks from any location, with an array of contributors in real-time. The Police Sector relies heavily on a range of communication tools, from initial contact of a citizen calling 999 to the evidence collection process and sharing between departments, to enabling witnesses to attend court via video conferencing. These lines of communication being supported, secure and constantly available is key to keeping the communities police forces serve safe.

SCC Collaboration provide communication and collaboration solutions to many Police organisations, addressing these demands and giving employees the tools, technology and training to work effectively and efficiently together. Working closely with police forces we utilise our industry expertise and experience to develop Communication Strategies which align to the forces' business objectives. Utilising our vendor partnering capabilities we can combine top tier technologies, applications, devices and networks to help

Police organisations maximise the benefits of cloud-based communication solutions.

Our Collaboration Services for the Police Sector include:

Collaboration Spaces

Bridge the gap between in-person and remote meeting attendees to speed up decision making processes through the use of online meeting room experiences, which offer zero-trust secure end-to-end encryption and security identity. The rooms combine HD video with high quality audio to allow participants to interact in real-time.

Intelligent Workplace

As hybrid working solutions proliferate businesses across the country, police forces must also adapt to this new way of working. Intelligent workplace solutions support this change in the way forces are working to empower employees to drive efficiency and productivity. This area incorporates our digital signage and video wall solutions which are ideal for displaying communications to station employees but also for use in command and control centres, utilising the sharpest resolution to ensure large amounts of data are legible for a wide audience.

As a Service Solutions

Accelerate collaboration strategies through consumption-based payment models designed to suit the police forces' budget and achieve the best outcome for their organisation. Our Services are:

- **Room as a Service** – Designed to fit any room size, our consultants will design and configure the meeting space in line with requirements, this will then be installed, configured and tested by our qualified engineers. Technology refreshes are built into the service to ensure customers benefit from developments in collaboration technologies.
- **Voice as a Service** – Police forces can benefit from migrating on-premise telephony estates to a cloud solution which is consumed as a service. The service is quickly scalable in line with demand, consolidates all voice service costs under one contract and upgrades of hardware and software are factored in, removing the risk of a large one-off payment to upgrade the service.

Voice Services

Utilising a cloud telephony solution rather than an on-premise one provides a greater level of security to protect Police conversations. With complex encryption techniques and continual upgrades, any security threats can be patched against far quicker than updating an on-premise solution, without the need for costly system upgrades.

Contact Centres

However and whenever citizens choose to contact the police either by phone, email, chat or social media we can ensure they receive a seamless experience. We offer consulting across contact

centre solutions including full delivery and support services that include integration with market leading desktop software such as Microsoft Teams.

Technology Adoption

User adoption is key to the success of Police organisations' investment and our dedicated Technology Adoption team will work with them to develop and deliver user strategies providing workshops, content and ongoing training to make the most out of their investment. We ensure faster, better adoption by users which lead to a faster return on investment, ensuring performance improvements are met for all Police operations.

Why SCC Collaboration for Police?

Utilising a modern unified communications strategy which is supported and managed by an expert partner, will make significant costs savings for police forces versus more traditional approaches. As all public sector organisations are being challenged to do more with less, these cost savings can be reinvested in other areas of the Force to improve services to citizens. Cloud-based communication solutions also benefit from enhanced security encryption helping to protect the vital data stored and transmitted by the police force where a breach could not only see significant fines from the Government but also see criminals being released back into society, as cases fall apart.

Our Experience in the Police Sector



**Warwickshire
POLICE**

To support their goal of becoming an independent Police Force, Warwickshire Police (WP) selected SCC, through a tender process, as a partner to help them understand their current application hosting delivery platforms. This included looking at how these applications were consumed by the business functions and whether they could be transformed. The output was an outline of where the most appropriate destination for each application was, including budgetary information, to execute the application migration/transformation.

SCC managed the engagement effectively and efficiently using our well-defined Programme Management processes, developed using the PRINCE2 framework. SCC also utilised our implementation of TOGAF ADM (Architecture Development Model) to help reduce programme risk and provide assurance to stakeholders that different business viewpoints were being considered and not just technical ones.

Planning

SCC dedicated the first 3 months of the 20 month programme to Mobilisation Discovery and Analysis, using tooling to discover and capture application interdependencies and right sizing information. Tools were complemented by our consultancy personnel, who obtained, visualised and played back captured information to multiple audiences. Each stage had a specific outcome, as follows:

- **Mobilisation** – SCC and WP had a clear plan and understanding of the resource profiles and timescales needed to complete the work and the correct level of governance in place to deliver the work including defined roles and responsibilities, escalation, communications, operational change and security procedures.

- **Discovery** – SCC completed the capture of the technical and business information required for each application in use at WP.
- **Analysis** – SCC completed the Analysis of the technical and business information captured, a treatment type assigned to all applications, budgetary costs for design and migration effort for each treatment type and an initial view of the migration timeline.

Setup and Migration

The application migration process was split in to six stages (Initiation, Preparation, Build and Configuration, Test, Go Live and Warranty Support) and designed in an agile manner, allowing applications to be paused where required, for example, if the target platform was not available. This approach allowed project resources to move to another application and come back to the paused application later, maximising resource utilisation. It was supported by a series of templates (RACI, Project Plan, Communication Plans, Configuration document, etc), ensuring uniformity amongst each application migration, clear reporting and a repeatable process.

The process of defined stages, templated document sets, documentation standards, central data repositories, approval gates and status tracking meant that multiple application migrations were

active in different states throughout the programme's lifecycle.

Quality Assurance and Performance Testing

Following migration, SCC worked with WP to test the applications on the target platform, as per the agreed test scripts created and approved during the preparation stage. SCC provided resolution of issues following the application testing activity. Issues were either remediated by the SCC project team or third-party application provider prior to the Application going live.



West Midlands Police (WMP) had been purchasing their IT equipment through a slow and uncoordinated process, which was procurement led and involved collating requests from departments on a monthly basis, compiling them into a single Invitation to Quote and having it fulfilled through one of their procurement portals and frameworks.

On receipt of quotations, they would break down requirements line by line, placing orders based on best price to their supplier base. This process was slow, inefficient, subject to errors and time delays in fulfilment and also prevented the development of any level of professional relationship with the supply chain.

As part of their drive for efficiency, cost savings and to streamline the monthly procurement process, they went to market via the framework 'Complete IT Solutions' through Health Trust Europe. SCC was one of five framework suppliers who tendered for the business and was awarded 'preferred' supplier in January 2017. The framework remained in place for five years.

On completion of this term, they went to market again for a similar arrangement, due to the success of the original. SCC were awarded this partnership again for a maximum of seven years in April 2022.

WMP appreciated the close geographical proximity to SCC, which cut down on transportation costs and had a positive effect on their CSR and internal green agenda. They were also happy that we were able to provide a faster and more efficient ordering and supply process.

SCC also assisted in developing a purchasing strategy and process for non-catalogue and pass-through items. These are Police specific technologies,

such as command and control systems, body-worn video cameras, provided by niche SME suppliers.

The relationship has developed dramatically over this time, with SCC being seen as a true partner to both IT, procurement and elements of their frontline operations. SCC also provide further value-add around professional services consultancy and delivery, managed print services, supply chain services and discussions are in place to further integrate e-procurement systems, to drive further efficiencies and to take further advantage of the supply chain services provided by SCC. SCC's proximity and full service-wrap around the supply of IT equipment can drive down time-to-desk and allow WMP employees to work on more valuable tasks, with SCC providing support around more commodity service provision.

WMP are now considering further projects with SCC outside of the supply-based relationship that will assist them with their drive for savings.



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