



NORTHAMPTONSHIRE POLICE KEEPING THE VITAL BLUE LIGHT SERVICES OPERATIONAL IN NORTHAMPTONSHIRE

As a small force covering a large rural area of the UK, Northamptonshire Police needed a way to use its resources more effectively to solve crime and keep its community safe. Key intelligence needed sharing and critical decisions had to be made throughout each day. However, face-to-face meetings were consuming precious time and money. Northamptonshire Police knew a secure collaboration solution was the answer: a video conferencing solution allowing the Force to make full use of its existing Cisco communications platform. This could be shared easily with neighbouring forces in Nottinghamshire and Leicestershire and would offer significant additional benefits.

The Challenge

Northamptonshire Police were using various video conferencing services on an ad-hoc basis. Working with CAE, the Force could see the potential of having its own bridge by leveraging its existing Cisco Unified Communications Manager voice over IP system. Northamptonshire Police realised that a Cisco Meeting Server video conferencing solution could be the 'glue' that brought systems together with neighbouring forces in Nottinghamshire and Leicestershire also getting behind the project.

Daily video conferences save precious time and have improved decision making — and potentially save tens of thousands of pounds in travel costs.

With just two days of demonstrations, with CAE involvement at police HQ, the Force was convinced to go 'live' with the proposed solution. This consisted of:

- > Cisco Meeting Server proved flexible, resilient, and ultra-easy to use — with virtually no training needed

"Northamptonshire is a smaller force with a smaller budget, but we've always been keen on pushing the limits with IT. CAE could see the bigger picture and they had good links with Cisco too. Instead of being rigid, they were flexible and pragmatic, focusing on the feasible - and it's delivered excellent results."

- > Simple dialling is possible through Active Directory and integrates into users' desktops
- > High-quality video delivers a rich, two-way experience that captures important non-verbal communication
- > The solution is secure, which is essential in the cloud when sensitive police information is at stake

The Outcome

Smarter collaboration, remote working, call recording and other innovations became available to all three forces.

Working patterns have changed such as Chief Officers now give morning briefings over video to 10-20 colleagues. Around 5-6 video conferencing sessions happen every day, saving precious time and money for Northamptonshire, while enabling better decisions and swifter responses to fast-changing events.

Scenes-of-crime officers and other teams can arrange conferences on the fly and the force can make better decisions, faster, using a technology that is secure and easy to use.

Officers save time by no longer needing to drive to police HQ. They can connect at local offices or dial in securely from home with the potential of travel savings running into tens of thousands of pounds each year.

Staff are benefiting from remote working that boosts flexibility but have the technology to collaborate from Force HQ.

The solution has opened a wealth of further opportunities for Northamptonshire and its neighbouring forces to consider and adopt. For example, at Nottinghamshire Police, over 20 conferencing rooms can use the Cisco service immediately, even though they were set up using different technology. Secure connectivity beyond Northamptonshire Police is being arranged so councils, other agencies and partners can join calls. Northamptonshire is exploring the concept of scheduled video appointments to widen access for when citizens wish to talk to the police.