



Capgemini **transform police** (t-Police) solution

*Enabling more informed and connected police services
through an integrated law enforcement solution –
enhancing the frontline and support functions*

Police organizations are fundamentally re-thinking their police business operating models in response to unprecedented change in society, technology, and crime – in a context of increased budget pressures.



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Collaborative policing

across multiple stakeholders and jurisdictions

Collaborative policing – across multiple stakeholders and jurisdictions

As the global economy becomes increasingly integrated, the police force must look for ways to stay more connected. Crucially, this is not just a local requirement, but a national and international prerequisite as well. There is also a need to adapt to new social and crime patterns as society's values keep changing, posing new challenges to the law enforcement agencies. Furthermore, often dependent on aging legacy IT systems, the police and its partners cannot afford to stay

behind as other segments of society and economy have become increasingly connected through technology.

To compound this challenge further, top line budget cuts dictate a lower Total Cost of Ownership (TCO) and a demonstrable Return on Investment (ROI) on technology investments. Despite these resource constraints, maintaining frontline services remains a priority. Real-time social media is another reason for change, driving the speed of incident handling down from weeks and days to just minutes.

Both cost constraints and speed of change in society are forcing police organizations to collaborate and share services across organizational boundaries in a unique way. This challenge of reducing costs, while increasing productivity requires consistent processes enabled by standard, shared technology.

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Sustainable policing

to serve communities and fight crime



Sustainable policing to serve communities and fight crime

Within this evolving landscape we have focused our efforts on providing business solutions that enable police organizations to:

- 1 Focus resources on the communities they serve
- 2 Access and share actionable information to reduce crime
- 3 Deliver an economically sustainable policing service

Capgemini's Transform Police (t-Police) solution has been specifically developed to help police organizations achieve

these objectives quickly and cost-effectively. Transform Police aims to help police organizations modernize and transform in complex circumstances characterized by budget cuts, ageing legacy and government demands to do more with less. It recognizes the significant barriers that many police organizations want to overcome for delivering these objectives. These barriers include:

- **Limited resources** –
How can we reduce crime, enforce the law and protect the public with limited resources?
- **High cost / low value of legacy IT** –
How do we reduce costs and demonstrate IT's potential as a valuable tool for both front line officers and to ensure the smooth functioning of headquarters.
- **Fragmented investigation, evidence, and intelligence information** –
How can we create a trusted environment for sharing critical information across departments and jurisdictions?
- **Inability to analyze and act on criminal and emergency information** –
How can we identify trends and patterns so as to

anticipate and prevent incidents – based on a single view across all available information?

t-Police is responsive to the clearly defined structural areas of authority that regulate police operations. In many police organizations this structure divides the business of policing into two parts: **field operations** and **support operations**. They are typically structured using the following tiers of seniority:

- **Tier 1:** A deputy officer, responsible for each area;
- **Tier 2:** Subordinate middle managers/officers, managing the day-to-day business;
- **Tier 3:** First line managers/officers, directing the rank-and-file personnel.

Effective police organizations take an integrated approach to the “front-office” (field operations) and “back-office” (support operations) – both from the IT perspective and from the organizational and environmental perspective. When front- and back-offices work well together, we typically see police units performing their team function automatically, without a strict reliance on structural controls. This ensures best possible police performance.

Bringing together
field and
support
operations





Bringing together field and support operations

So how does a modern police force bring together its back and front offices (field operations and support) to ensure enhanced performance? Capgemini has responded to this business need with a focus on enabling effective policing.

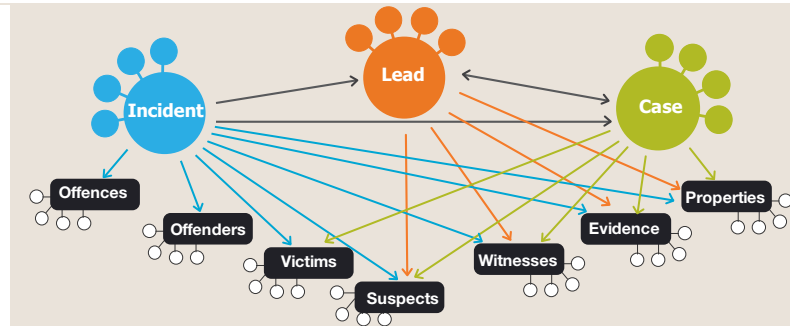
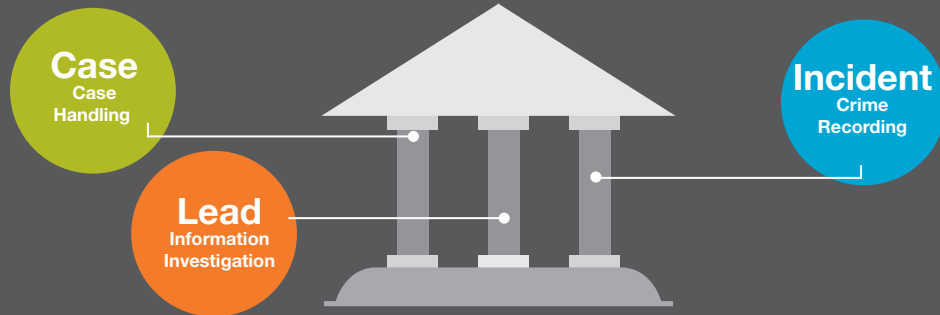
We have invested in creating a flexible technology platform that binds together the policing processes in an integrated solution. This platform is pre-configured with standard police processes to help police organizations promptly reduce costs, improve effectiveness, increase flexibility and become more predictive and prevent crime.

How is this achieved?

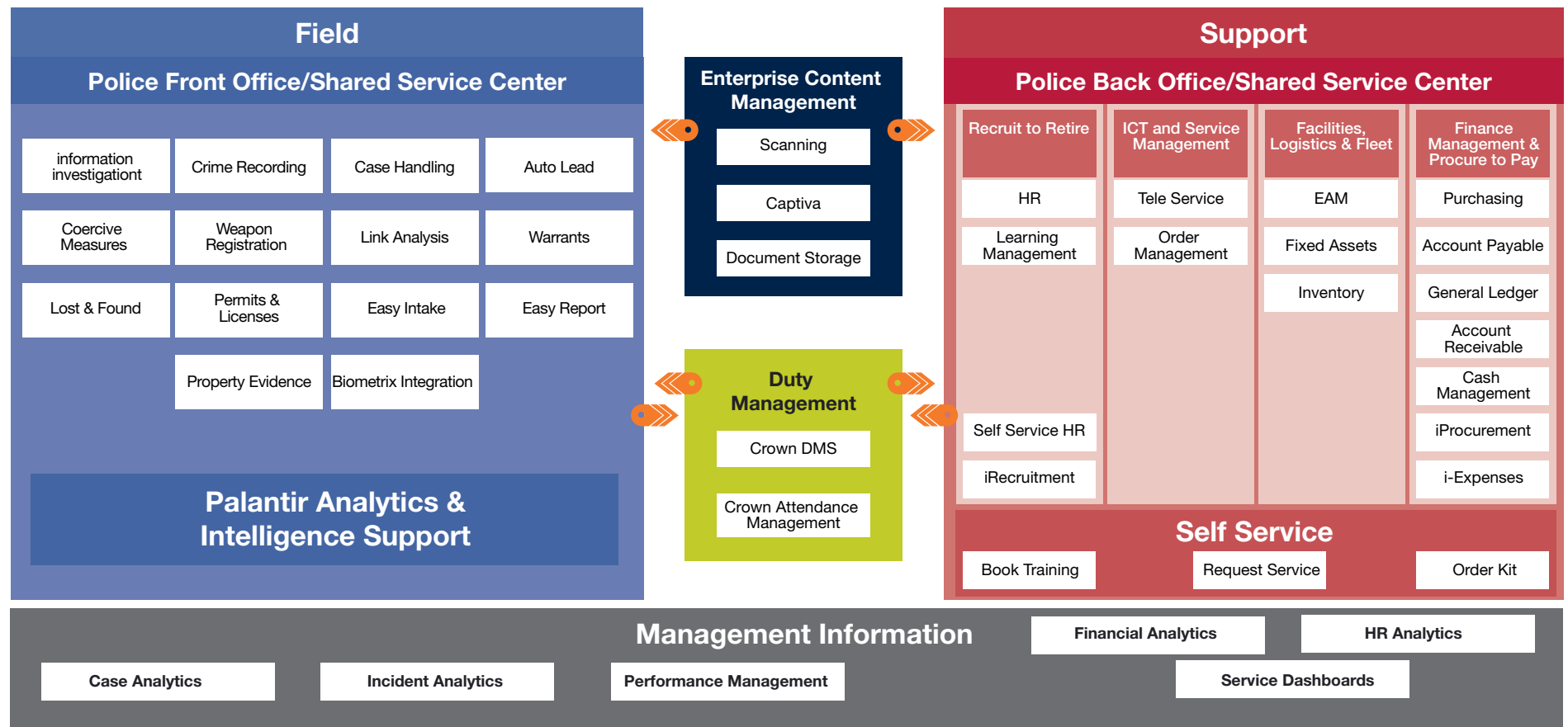
By recognizing the value of information as an asset, our solution enables more effective deterrence and better collaboration between police organizations and partner agencies in a secure environment. This is achieved with flexible, secure, and configurable business services, such as intelligence, crime reporting, custody, incident, case and weapons registry.

Information rests at the heart of this solution. By providing officers with access to the required information, in the context of what they are doing, how much more effective they could be, and how much would this help meet budgetary constraints?

Cornerstones of an integrated police solution:



Capgemini Transform Police (t-Police) Solution



A close-up photograph of a person's hands, wearing a purple short-sleeved shirt, organizing a filing cabinet. The person is pulling out a yellow folder from a row of white folders. The background is blurred, showing more folders and the structure of the cabinet. The image is framed by a blue decorative border at the top and bottom.

Efficient, effective,

and cost saving police processes




Efficient, effective, and cost saving police processes

Capgemini's work in this sector has highlighted a need to bring together both field and support functions in a single package. This reflects the reality of modern policing. As a result, while initially conceived as an integrated enterprise resource planning (ERP) and duty management for support functions, t-Police has been extended to incorporate an integrated information platform for field operations. Both components are interoperable so that information entered into one is available in the other. And both are offered as standalone entities or as a single solution.

- **t-Police support:** the back-office function component is an off-the-shelf solution that brings together both ERP and duty management functionality in one solution to deliver administrative efficiency.
- **t-Police field:** the front-office component intelligently brings together investigative incident and case management processes for driving front-office transformation and shared services for police forces. It uses the Oracle Integrated Policing Platform as well as Oracle and Palantir's data integration and analysis environment to deliver operational effectiveness.

Capgemini has developed t-Police on the Oracle E-Business Suite and Oracle Integrated Policing technology platforms. We have added pre-configured business processes and workflows, integrated the Oracle components and incorporated third party specialist product, such as Captiva, Palantir and RedORA mobile.

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Importantly t-Police will integrate with any existing application landscape and still guarantee support of the complete back- and front-office processes. The solution will lead to more efficient, effective and cost saving processes. It will reduce administrative tasks, lead to a better and (near) real-time informed staff, cut down errors and procedure failures and ensure that the right personnel is present at the right place at the right time.

Our solution is founded on the following principles:

- **Ease of implementation:** a phased approach to adoption provides safe and secure migration from high cost, low value legacy systems. Typically this would involve switching on the priority business services first and then transitioning other services in a controlled manner. There is in-built flexibility on whether we start implementing in the front office or back office and whether the two components are delivered as a single solution from day one or as separate solutions that can be easily combined in the future.

- **Integrated and flexible:** t-Police is designed to accelerate the implementation of internal and external shared services for both front and back offices. For example, it utilizes the Oracle product suites for ERP, crime reporting, case and process management, duty management, listing and resulting; and Palantir for intelligence, data integration and situational awareness.
- **Return on investment:** This is the driving principle of the solution. We have designed it to release cash savings in months rather than years. This is achieved through accelerated delivery by adopting standardized law enforcement processes using pre-designed templates. These are aligned to police regulations and independent industry benchmarks.
- **Focus on validation and deployment:** The use of pre-designed policing process templates, a pre-built solution framework and an agile delivery approach transformation plan enables Capgemini to focus on police business outcomes rather than project inputs.

Engineered systems ready

Oracle has certified t-Police as ready to be deployed on Engineered systems, including exadata, exalogic, sparc supercluster and Exalytics as part of the Oracle Exa-ready program.

Private Cloud ready

The architecture of t-Police is built around the base principle that t-Police is ready to be deployed in a private cloud or a hybrid cloud model hosted by either the customer or in a Capgemini secured datacenter.



Powerful partnerships to fight crime



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We are working jointly with Oracle and Palantir on t-Police solution. Oracle brings a compelling front- and back- office technology framework for the public sector and its Oracle Engineered Systems. Capgemini is a Global Diamond level partner for Oracle and the winner of the Oracle Global Applications Partner of the Year 2011, with 13,000+ Oracle resources worldwide. We have successfully delivered 5,000+ Oracle engagements and are recognized by both Gartner and Forrester as a leader for Oracle Applications implementations.

Palantir brings intelligence platform capabilities, which Capgemini has configured for customer use.

These partnerships bring significant benefits, including:

- Bi-directional information flows, both intelligence and non-intelligence, between the Oracle front and back office environments;
- Ability for front and back office employees to discover and share deeper, more meaningful insights based on a combination of integrated case management and ERP-derived intelligence;
- ‘Straight-through’ business processes providing the workflow and automation capabilities that manage the entire criminal justice lifecycle;
- Improved resource management and capacity planning; and
- Integrated situational awareness for intelligence, specialist operations, and specialist crime units.

Crime-centric integration of Oracle E-Business Suite, Oracle BI and Oracle Case Management is a true win-win situation for everyone.



POLICE

Reduced Costs
and **increased effectiveness**



Reduced costs and increased effectiveness

Police organizations will gain key operational, societal, and efficiency benefits as a result of implementing t-Police and creating joint field and support operations:


- **Significantly increase effectiveness and officer safety** with improved management information and a consistent end-to-end view of intelligence, detections, investigations, cases and resource planning. Information is accessed through an interface of choice (mobile device, police station terminal, police HQ terminal) and supported by

a consistent real-time management information dashboard to better inform front line staff and reduce risk to officers.

- **Increase confidence** through improved knowledge of business performance, areas to proactively target, real-time view on trends and ultimately providing police officers and support staff with the tools they need to best serve the public. Improved frontline services to citizens as a result of getting the right officer to the right place at the right time will also improve public confidence.
- **Significantly reduce costs** through more standardized and integrated processes, reduced

Client testimonials

- Cheshire Police Authority in the UK expects to generate savings of at least £30 million over ten years following the signing of a framework agreement with Capgemini to support a comprehensive transformation of its IT services with a t-Police solution, incorporating Oracle E-Business Suite.
- Capgemini is delivering a full range of applications support services including t-Police to Lincolnshire Police, to generate major cost savings while safeguarding frontline services.
- Capgemini is the ICT partner to the Metropolitan Police Service, providing a full range of policing services, including Oracle HR solution
- The UK's Cheshire and Northamptonshire police forces have used the Capgemini t-Police offering to develop and implement the first police-to-police shared service center in the UK to deal with vital back-office support functions.



duplication and re-keying of information, as well as reduced overtime through better visibility and control with a full view of shift planning, integrated with command and control and HR systems. Agencies will also increase self service and user empowerment to securely access and process information independently of location or device.

- **Rapid benefits realization** with deployment that is significantly quicker than a traditional ERP or case management implementation, realizing benefits faster and offering both delivery certainty and predictable outcomes. Agencies will also see a shorter 'time to market' for realization and implementation of new procedures, business rules, law, and regulation.
- **IT as a tool for solving business and operational challenges** through modern technology, standardization of the application architecture, one platform approach, and the eradication of multiple self-built systems.

Innovation and leadership

We have worked with many police organizations worldwide to diagnose issues with their current processes and systems and identify the transformation and modernization benefits. For example, in the UK Police Service, we identified more than £15m of efficiency and effective gains. These came as a result of removing duplication, providing a single view of individuals, reducing the maintenance costs via standardized approach and by providing secure mobile access to information across the business process lifecycle and is independent of a person's location.

The innovation Capgemini brings to all its projects, both from our own people and our partners, adds further value to the solutions we implement. t-Police is an opportunity for the police forces and other agencies to demonstrate leadership in terms of high performing business processes and integrated technology systems. An efficient and effective police force will become an attractive employer to new police officers and support teams, while giving the public confidence in its capability to keep society safe.

Diagnostic recommendation

Find out how t-Police from Capgemini can support your end-to-end police processes with informed, connected back and front offices. Contact us for a complimentary diagnosis of your current business systems and an assessment of the high-level benefits that would be derived through transformation.

For more information
please contact:

Nick James

Vice President, Global Justice and Policing Lead
email: nicholas.james@capgemini.com

Jaap Roos

Vice President, Global Public Security Lead
email: jaap.roos@capgemini.com

Jeff Penrose

Solutions Director, Justice & Public Safety, Oracle
email: Jeff.penrose@oracle.com



About Capgemini

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