t-Police Cloud

The only proven platform to transform police support services and deliver financial efficiencies

> *The cost of transactional processing has already reduced by 39%. We estimate that reduction will eventually be nearer 50%."*

Sarah Copley-Hirst
Head of the Multi-Force Shared Service
Multi-Force Shared Service (MFSS)

Since its launch in 2011 Capgemini's Transform Police (t-Police) has been delivering efficient, collaborative back-office services to front line policing – lowering costs while improving service levels – and establishing a firm foundation for continuous service improvement and further cost reductions over time.

Now based on Oracle's Cloud applications and technology stack, it is built specifically for police on SaaS, PaaS and IaaS components. It is currently in use by more than 70,000 Police officers and staff, delivering tangible benefits through enhanced collaboration as well as the ease of entry provided by a cloud based solution.

The Metropolitan Police selected t-Police to power the transformation of its back office via a solution known as the Police Standard Operating Platform (P-SOP) that is open to all UK forces. As well as providing state-of-the- art functionality, P-SOP also guarantees immediate cashable savings of at least 30% of current operating costs.

> *It wasn't just about saving money. In fact it has always been about improving the quality of service provided to the front line, reducing time officers spend on admin and delivering business services at reduced cost. The Multi-Force Shared Service is innovative in its approach and we have worked hard with our colleagues in Northamptonshire to develop a system and a service to our officers and staff which is easy to use, accessible and yet significantly more efficient."*

Dave Whatton
Former Chief Constable
Cheshire Constabulary

Figure 1: Evolution timeline

Capgemini's t-Police is a pre-built enterprise resource planning (ERP) and duty management solution (DMS) that enables police forces to deliver efficiency savings and service improvements across all aspects of the back office, whilst providing a platform for rapid return on investment. It provides a secure, police-specific solution through a standard configuration of Oracle Cloud Applications, fully integrated with the leading duty management and rostering solution, Crown Open Options, hosted on Oracle Cloud Services.

The t-Police solution is continually evolving, and now includes mobile capability, supporting functions such as HR employee and manager self-service, requisitions, expenses, payslips, service requests and a bespoke workforce search feature that allows officers and managers to search staff based on their competencies, name or collar IDs.

A common theme throughout all areas of government is that back office is a natural target for cost reduction and most police forces are faced with implementing transformation programmes to deliver efficiencies and cost savings.

Whatever your starting position, t-Police will:

- Provide an objective and robust statement of your current performance levels across finance, procurement, HR, payroll, duty management, logistics and estates through independent benchmarks and leading-practice ways of working that will enable you to identify the changes that can improve performance
- Identify potential savings and performance improvements using our proven benefits model, which will enable you to prioritise business transformation activities
- Create an outline business case for benefits-driven organisational change based on our shared services operating model and a technology roadmap that is fully aligned with your goals
- Reduce the risk and accelerate your project by providing the capability, experience and tools required to deliver an integrated transformation programme, including the target operating model, technology and benchmarked performance improvements through the implementation of t-Police.

Figure 2: t-Police cloud solution overview
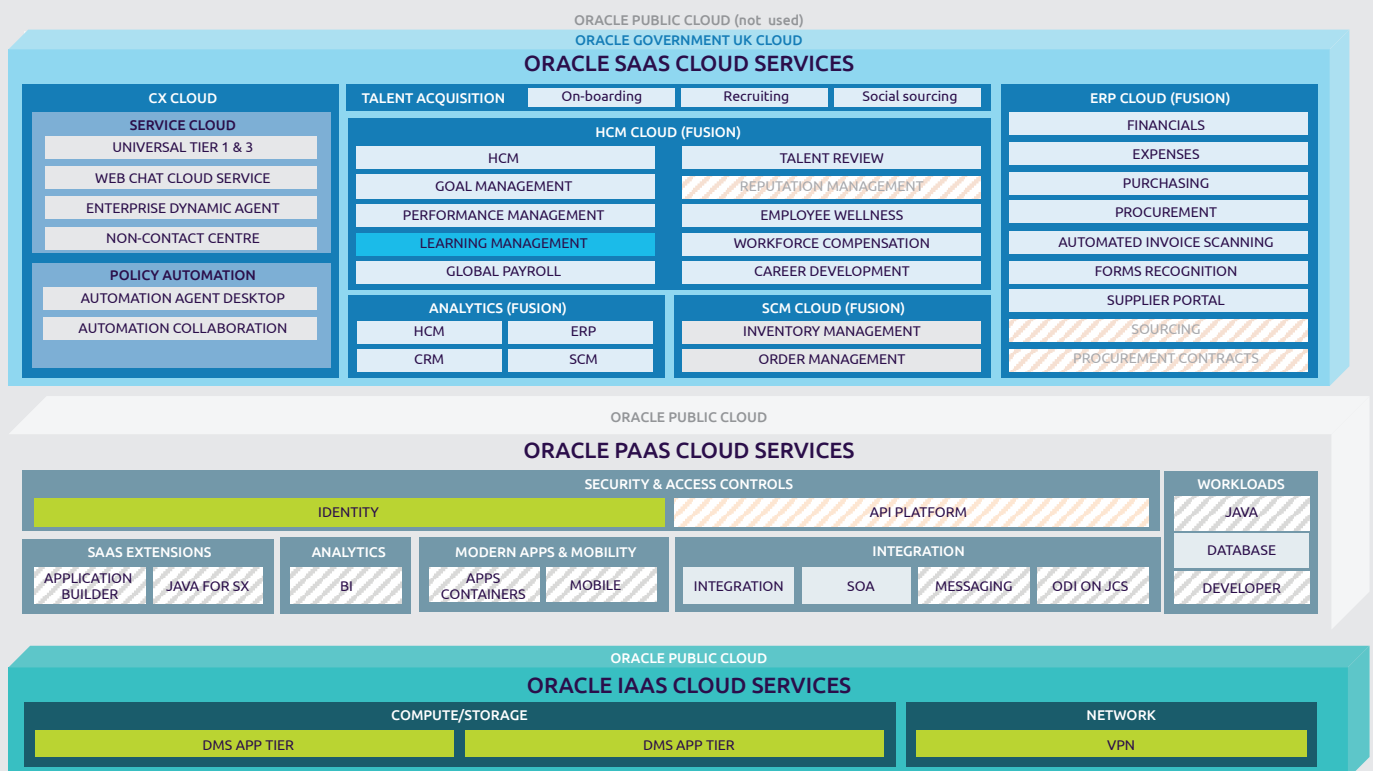
A compelling business case

With the t-Police platform much of the up-front costs, including hardware and software, have been removed. Consequently, the initial investment is reduced, offering a 'pay as you go' model supporting the strong business case for the move to cloud. t-Police has been designed for collaboration and built for shared service as is evidenced by the growing number of police shared service hubs. Among the numerous benefits are:

- 20% cost savings (based on on-premise equivalent hosting and support costs)
- Business process improvements, driving operational and financial efficiencies
- Mobile functionality supports police officers out in the field
- Quick and collaborative deployment (migration rather than implementation)
- Rapid return on investment e.g. MFSS have experienced a 39% reduction in the cost of transactional processing
- A comprehensive service provides peace of mind to forces, allowing them to concentrate on front line services.

However, the benefits are not limited to financial ones: t-Police allows police forces to capitalise on the advantages of shared services across back-office functions, including HR, payroll, procurement and finance, to make frontline policing more efficient in three targeted areas:

1. Optimising the use of police officer resources deployed to routine duties and minimising overtime payments. This is achieved through advanced demand planning and remodelling of relief and shift patterns supported by dedicated components of t-Police

2. Efficiently equipping officers with the resources they need for duty and minimising administration time. Tools available to officers include self-service and mobile solutions, allowing demand from the frontline to be automatically routed to the correct stores, buyers, asset management or maintenance teams

3. Effective management of the full end-to-end Public Event Policing process from receipt of the customer call, deploying the right resources, monitoring and responding to events on the ground through to accurate billing and cost recovery.

A secure solution based in the cloud

t-Police also introduces the benefits of embedded business intelligence, controlled access for suppliers to the secure environment, collaborative social networking features and pervasive mobile capabilities. The single platform and shared service supports additional functionality as well with the ability to include new police forces faster, at a reduced cost.

By applying a common, repeatable implementation process that extends to all aspects of the implementation, we ensure that:

- Deployment teams incorporate best practices and lessons learned from prior deployments
- There are templated implementation plans
- Trained t-Police team members seed the deployment teams
- There is a common set of deliverables supporting the deployment of t-Police, including:
  - Leading practice standards for all core business processes:
    - Common, core process descriptions
    - Solution configuration documentation
    - t-Police interfaces and extensions
    - BI/reports for key business information
  - t-Police roles and responsibilities
  - Integration standards for all common interfaces
  - t-Police training material and end user procedures
  - Data migration strategy, element-by-element plans and templates
  - Production Support Definition
  - Templated business case and benefits realisation plan
  - Transition strategy and cutover plan.

As shown in Figure 2, the overarching Oracle Cloud based solution architecture is split into the following three service layers:

1. **SaaS** (Software as a Service) – The end user software applications and reporting tools
2. **PaaS** (Platform as a Service) – The security, access, integration and database developer tools and services
3. **IaaS** (Infrastructure as a Service) – The compute, storage and network technical infrastructure on which the platform tools and software applications run.

Capgemini's policing solution standardises ERP and duty management, and is supported by products across the Oracle stack - such as Business Intelligence, HCM, Taleo and Middleware. Capgemini work closely with Oracle to position the optimum Oracle solution for Police. Capgemini are the 2016 winners of the Specialised Partner of the Year Award for Industry."

Eric Fontaine
VP Western Europe Partners
Oracle Corporation

Capgemini's t-Police provides these service offerings:

1. **An architecture and process review** that delivers an outline business case with a return on investment profile, a benefits realisation and transformation plan, a target operating model, key milestones and dependencies and an outline project plan

2. **Organisation transformation support and benefits** realisation through the transition to a standard shared services operating model, using leading practice processes and the delivery of a self-service organisation

3. **An integrated ERP and DMS with a modern self-service and mobile interface.** Migration of your data and processes to our standard t-Police template configuration of Oracle ERP, integrated with a leading duty management and rostering solution, Crown Open Options

4. **Cloud hardware, infrastructure hosting and management in Oracle's secure UK cloud**, allowing many forces to share the technology and applications configuration, greatly reducing total cost of ownership

5. **Application support covering second, third and fourth line support** across the solution, system administration, patching and upgrades. The management information tools and dashboards embedded into t-Police provide the capability to manage the support requirements easily

Flexible implementation

Capgemini's implementation approach is based on a proven set of activities, recognising that deploying t-Police is a major change for most forces. As t-Police was designed against a national set of police requirements Capgemini has adopted an 80/20 principle for the implementation approach – 80%+ of the t-Police product is 'core' (required) for all forces with some flexibility around the remaining 20% for specific force needs.

A number of design principles have been adopted to enhance usability, flexibility and elasticity of the solution and to make it easier for new forces to come on board:

- A common technology platform and single instance of the Oracle Cloud applications to support multiple forces/fire and rescue organisations.
- Support the provision of shared service centre back office functions across all cloud applications
- Scalable and secure to support the on-boarding of new partner organisations.
- Adopt appropriate national standards and data sets common to police forces to ease force on-boarding such as the National ACPO Chart of Accounts Structure, Policing Skills Categories and UNSPSC codes.
- Promote adoption of the pre-built solution, challenge and change cultural behaviours to comply with standard cloud application processes.
- Maximise use of standard workflow driven processes to support decision making and process efficiency gains.
- Real time, ad-hoc reporting capability based in the cloud.
- Easily interface with other force systems.
- Common entry portal across SaaS clouds incorporating:
  – A common branding, look and feel for all users
  – Launch pad to the SaaS clouds and applications
  – Display messages and communications for system wide users
  – Accessible from the forces' intranet sites and from within the separate SaaS cloud home pages
  – Able to display of system notifications and tasks pertinent to the user
  – Able to display reporting information relating to the users' role.

Figure 3: t-Police cloud implementation approach
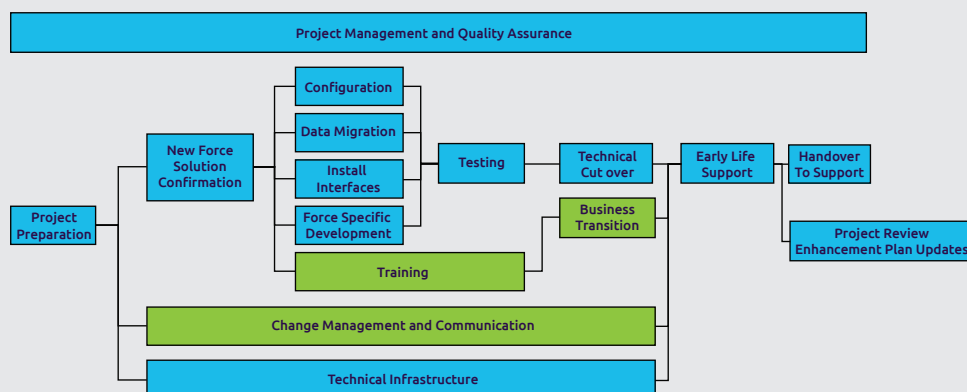
The benefits of shared services

t-Police has been specifically designed to serve a single force or, scale to accommodate many forces wishing to form a shared services function. The principle of moving repeatable, high-volume, transactional support services into a shared service centre while retaining high-value strategic activities close to the front line is generally accepted as best practice.

The economic case for shared services is also sound. The evidence shows that a force with average supporting staff ratios can make savings of £50-60m over a 10-year period and can also save more than £1m in police overtime annually through improvements in the management of frontline resources.

t-Police allows police forces to capitalise on the proven benefits of shared services across back-office functions including HR, payroll, procurement and finance.

Collaborative working

Our Collaborative Business Experience approach has proven vital to all of our engagements where we deliver a series of predefined workshops to enable us confirm (not design) the solution and identify required changes to current practice. This also provides the opportunity to gain a deep understanding of the business requirement and establish a strong working relationship and partnership.

For example, during the Norfolk and Suffolk joint implementation program:

- Capgemini, Norfolk and Suffolk Constabularies set up a collaborative joint project team within which a strong working relationship was quickly established
- The project team members were co-located with client staff at Suffolk Constabulary HQ. During key stages some work also took place at Norfolk Constabulary HQ
- At times Capgemini and Norfolk and Suffolk Constabularies worked to the spirit rather than the letter of the contract to meet the project's targets and achieve the best joint outcomes
- Norfolk and Suffolk staff worked closely with their Capgemini counterparts to implement t-Police. In so doing they developed expertise in the new solution

The future for UK policing

With budgets under sustained pressure, along with the drive to protect front line services, police forces are considering options for back office transformation and wider collaboration (regionally and nationally) to generate further cost savings.

t-Police's secure cloud services provide a proven platform for forces to streamline and automate their back office support functions, while enabling further cost savings through collaboration with other forces and blue light organisations.

Norfolk and Suffolk Constabularies were looking for a partner with a strong understanding of police to implement a broad ERP solution in support of our business change programme to deliver significant cost savings and shared services across the two forces. After an extensive market evaluation, Norfolk and Suffolk Constabularies selected Capgemini to implement their proven t-Police solution as the platform for our efficiency savings and new shared services."

Charlie Hall
Former Deputy Chief Constable
Norfolk Constabulary

About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2016 global revenues of EUR 12.5 billion.

Learn more about us at

www.capgemini.com/uk

For more details contact:

To find out how Capgemini's t-Police solution can support your back-office transformation, please get in touch with:

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People matter, results count.