

Our services for police



“ Save 20% or more, not just by improving your IT but also by using IT to improve your whole organisation ”

Economic austerity means that police forces need to maintain the front line with reduced budgets. Each force must make savings of around 20% over four years to comply with the Comprehensive Spending Review.

Collaborating with leading police forces, Capgemini has developed approaches that help you save 20% or more, not just by improving your IT but also by using IT to improve your whole organisation. For example, we can rationalise legacy applications and reduce duplication, take over management of applications if required, and transform your back office with up-to-date yet affordable solutions.

Some improvement strategies we support

Rationalisation. We help you reduce the cost of IT, and improve its efficiency, through consolidation, retirement and replacement of legacy systems.

Automation and digitisation. Through innovative uses of IT, for example in evidence management, you can streamline and standardise your processes and improve the way you work with information, enabling better decision-making while reducing costs.

Innovative service provision. We make advanced solutions affordable – for example, through shared services or as-a-Service approaches which enable forces to benefit from the latest IT immediately and with minimal capital outlay.

We have products and services to accelerate these improvements – for example, our t-Police (Transform Police) solution, which integrates Oracle ERP applications with Crown Duty Management, makes it feasible for several police forces to run their back office processes jointly out of a shared service centre.

Barriers to change that we can overcome

Forces are well aware of the need to streamline their processes and reduce back office effort through approaches like eliminating duplication of work and enabling 24x7 self-service for officers and staff. They are clear about the savings to be made from sharing back office services with other forces. However, they are currently hampered by factors like:

- Complex IT estate with obsolete technologies
- Overlapping or duplicated applications
- Customised code that is expensive to maintain
- Inflexible delivery models and supplier relationships
- Expensive infrastructure
- A history of weak governance and control
- Shortage of in-house capabilities in key areas like enterprise architecture
- The fact that many innovative uses of IT don't look affordable

Tools that we can use together

Below we outline just a few of the offers that we use to help our police clients overcome the barriers and implement lasting change. To ensure our offers are affordable, we provide a range of flexible payment mechanisms, which may include pay-as-you-use and as-a-Service options. We can also help police forces to share services.

These offers are not about outsourcing. We understand that services are usually best provided by the police for the police and we help make that happen.

“Modernise Police” diagnostic

Forces face a wide range of options for change and so it is important to evaluate and prioritise them systematically. In just seven weeks, we can assess the challenges you face and the options you have for addressing them while maintaining business as usual. Our diagnostic typically addresses not just the IT function itself but also the use of IT to enable business transformation; its scope can be as wide or as specific as you like. You get a rationalisation design, a practical transformation roadmap and a rock-solid business case. Typically, this exercise can identify opportunities to reduce costs by 10-20% through rationalisation and by a further 30-40% through technology-enabled transformation of front and back office functions.

t-Police: the modern solution to back office needs

It often makes sense to replace a substantial chunk of legacy systems with a single packaged solution, but until recently such solutions have not met police needs. Now, there is t-Police, our pre-built Enterprise Resource Planning (ERP) and duty management solution specifically for police forces. It includes a comprehensive set of processes aligned to top quartile independent industry benchmarks, and is based on Oracle ERP and Crown DMS technology. Police forces have validated both solution and processes against national requirements.

We can host t-Police for you, and some clients use it on a shared service basis, making it highly affordable. The Northamptonshire and Cheshire forces estimate that this approach has reduced transactional service costs by 38%. With t-Police, forces can overcome the barriers and achieve aims like streamlining processes, avoiding unnecessary duplication of work, sharing services and enabling self-service 24x7 for officers and staff.

“ The Northamptonshire and Cheshire forces estimate that adopting shared services based on t-Police has reduced transactional service costs by 38% ”

Case-as-a-Service

Case management is an automated approach to capturing, managing and processing information, and outputting decisions or outcomes – highly relevant to police requirements such as investigations management. Our Case-as-a-Service offer (provided jointly with EMC) enables police forces to improve their decision-making and compliance and gain end-to-end visibility of processes. It offers a low-risk approach that minimises both up-front investment and total cost of ownership (TCO), while providing maximum flexibility and rapid time to value. Forces also ensure a flexible response to future change, since end-users can reconfigure processes, workflow and management information themselves. Because the service is offered on an as-a-Service basis, you can be up and running in days, not months, with minimal capital outlay.

Digital Evidence-as-a-Service

Most forces are struggling with large volumes of analogue interview recordings – expensive to store and hard to retrieve. You can solve both problems by storing all digital content in one repository with a common, consistent set of access controls, retention and records policies, and business rules. Users can search thousands of documents in moments, and a wide range of applications can share the information in them. The solution is provided as-a-Service, meaning that we host the solution in a secure cloud and supply it on a pay-as-you-go basis, so you do not need to invest in new infrastructure and can scale usage up and down as needed. The service is highly secure and meets government information assurance requirements.

Legacy modernisation

Most forces have legacy systems that contain valuable intelligence in the form of processes, rules, data and so on, but are both inflexible and expensive to run. Our Agile Legacy Lifecycle service uses automated techniques to modernise these applications so that you can continue to use the intelligence in them while dramatically lowering costs and increasing business agility.

For example, our Enterprise Archiving System makes it straightforward to retire old systems but retain vital data from them on an affordable platform, and in a format that business users can access easily via modern tools.

New sourcing options

We know that police forces face constraints around sourcing, but it is still worth being aware of future options. For example, security considerations may mean offshore processing is not allowable yet, but it could in future offer major cost savings. Because we already provide options like this to clients in other sectors, we can help you explore the practicalities. Other options, such as onshore outsourcing and shared services, are available now, and if you decide they are for you, we can help you make the transition with minimal cost and disruption. In the case of cloud computing, we can show you how to realise ultimate flexibility with no compromise on security or privacy.

Capgemini's track record

Our team collaborates with leading police forces up and down the UK, and has experience of all aspects of policing. Our clients in other parts of the world include the New York Police Department and Amsterdam Police Department.

Metropolitan Police Service (MPS). Capgemini became a prime IT supplier to MPS in 2005. The contract, which was subsequently extended until 2015, aims to provide £43m of cost savings, supporting the work of London's 52,000 police officers, staff and community support officers.

Cheshire Constabulary and Northamptonshire Police. We have collaborated with these forces to develop the Multi-Force Shared Service (MFSS) centre, delivering a comprehensive set of back office services to both forces and achieving savings of up to 40% in back office costs.

How we work with police forces

Capgemini knows how to use IT to cut costs and make your organisation more agile. We also have commercial frameworks that allow us to start working together fast and that avoid the cost of lengthy procurements.

As well as providing technology solutions, we are experts on the people and process aspects of change. We can help you put in place the governance structures and the enterprise architecture capabilities you need to align IT with the business. That way you can keep making cost savings while maintaining and improving front-line services. Our team provides a "safe pair of hands" to help you manage the risk associated with change.

Please contact us, without obligation, to learn more about how we can help you save money and improve service.

“ Our experienced team collaborates with many leading police forces in the UK and globally ”



About Capgemini

With more than 130,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2012 global revenues of EUR 10.3 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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