

t-Police Support

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

”



People matter, results count.



“

Cappgemini'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. Cappgemini work closely with Oracle to position the optimum Oracle solution for Police. Cappgemini are the 2016 winners of the Specialized Partner of the Year Award for Industry.”

- Eric Fontaine, VP Western Europe Partners, Oracle Corporation

“

Norfolk and Suffolk Police 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 Police selected Cappgemini to implement their proven t-Police solution as the platform for our efficiency savings and new shared services.”

- Charlie Hall, Deputy Chief Constable, Norfolk and Suffolk Police

t-Police is the only solution available for police forces that enables back-office transformation and facilitates the use of shared services, using contemporary Oracle ERP Applications (EBS and Cloud), as well as a fully integrated Crown Duty Management system, all hosted from a secure cloud, and resulting in unparalleled performance in the delivery of business support services

Police force budgets continue to be under significant pressure and the focus remains to protect frontline policing as much as possible, delivering savings through greater collaboration.

The Home Secretary has made it clear that the savings should be sought through efficiencies in the back office so as not to jeopardise frontline policing: “We have been absolutely clear about the need for forces to ensure that the cuts are made to the back office, procurement, IT provision and so forth. Forces must focus, in line with what chief constables up and down the country are saying, on frontline policing.”

Capgemini developed Transform Police Support (t-Police Support) to enable police forces to deliver efficiency savings and service delivery improvements across the back office, while ensuring a rapid return on investment (ROI). In addition to applications and technology, t-Police Support provides a wider business transformation embracing the organisation structure and business processes to deliver a more efficient organisation with sustainable long-term benefits realisation.

Open Options. This Commercial Off-The-Shelf (COTS) solution requires no software customisation and is proven against more than 1,000 typical force requirements across HR, payroll, duty planning and attendance management, finance, procure to pay, service management, logistics, asset management, content management, self-service, business intelligence dashboards and key performance indicators (KPIs).

4. Cloud hardware and infrastructure hosting and management in a secure, government-certified IL3 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 products, system administration, patching and upgrades. The management information tools and dashboards embedded into t-Police Support provide the capability to manage your business, identify force benefits and accelerate the delivery of them through successfully implementing new ways of working.

Five layers of service offerings

Capgemini’s t-Police Support offers these layers:

1. A diagnostic 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, which means you can start your project with a degree of confidence that has evaded many ERP and transformation programmes.
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 duty management system (DMS) with a modern self-service and mobile interface. Migration of your data and processes to our standard t-Police Support template configuration of Oracle ERP, integrated with a leading duty management and rostering solution, Crown



Taking the next step with t-Police Support

Most police forces are faced with implementing transformation programmes in the back office to deliver efficiencies and cost savings.

Whatever your starting position, the Capgemini t-Police Support solution will:

- Provide an objective and robust statement of your current performance levels across finance, procurement, HR, payroll, duty management, logistics and estates through the use of independent benchmarks and leading-practice ways of working which will enable you to identify the changes that can improve your performance.
- Identify the potential savings and performance improvements achievable using our proven benefits model, which will enable you to prioritise business transformation activities.
- Create an outline business case for a benefits-driven organisation change based on our t-Police Support shared services operating model and a technology roadmap that is fully aligned with your goals.

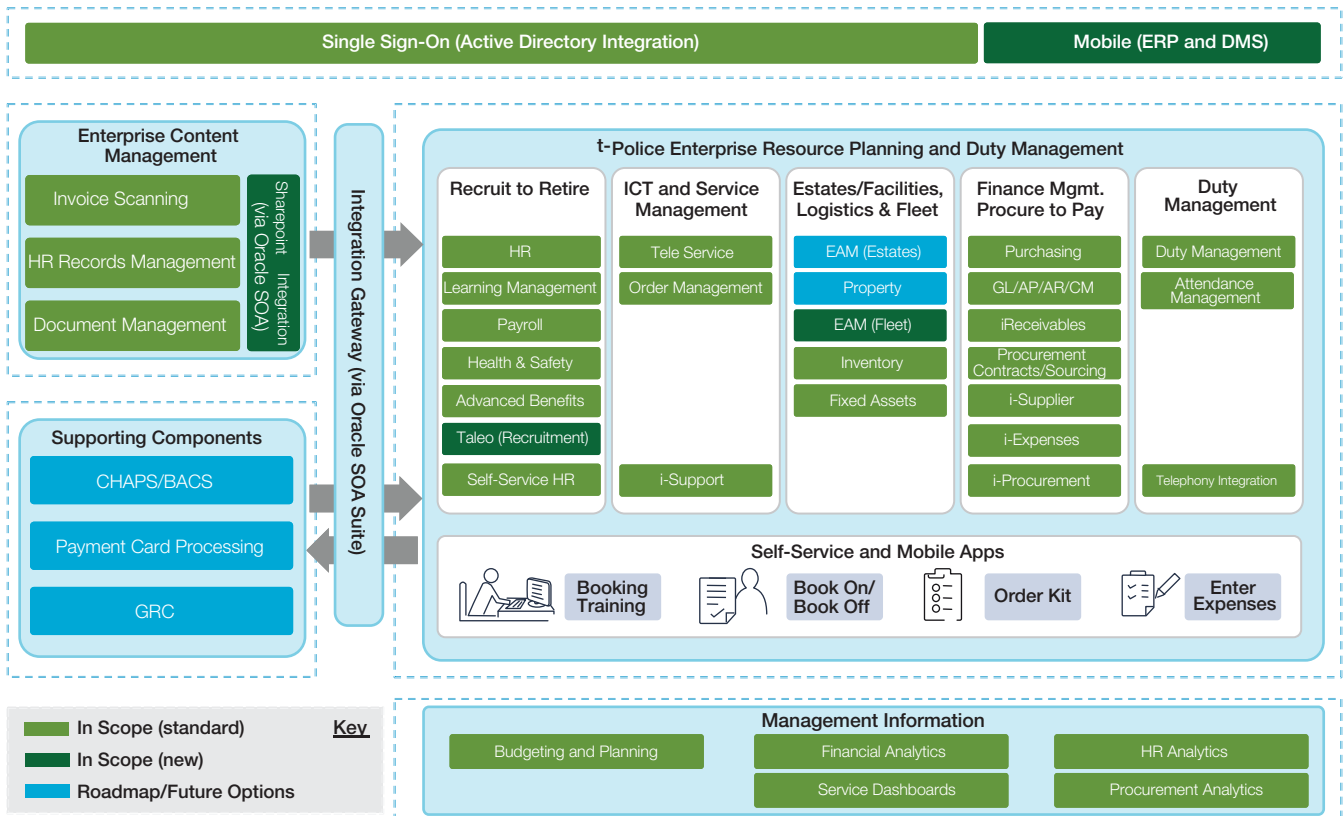
- Reduce the risk and accelerate your project by providing the capability, experience and tools required to deliver an integrated transformation programme including the target operating model, technology and benchmarked performance improvements through the implementation of t-Police Support.

The benchmark indicators can be used to constantly assess your organisation’s performance and identify areas for continuous improvement.

Award-winning innovation

In May 2015, the Multi-Force Shared Service (MFSS) won the Shared Services and Outsourcing Network’s annual award for Excellence in Value Creation. The MFSS is a back-office shared services offering powered by t-Police Support, which includes a secure, police-specific and fully integrated Oracle e-Business Suite with Oracle Cloud Apps. In addition, t-Police Support includes the Crown Duty Management and Rostering solution, which provides visibility of available skilled officers, complies with Police Regulations, and meets standard police reporting requirements such as the MG10 Court Availability form.

Figure 1: t-Police Support scope



t-Police Support allows police forces to capitalise on the proven benefits of shared services across back-office functions including HR, payroll, procurement and finance. What is more, it helps them make frontline policing more efficient in three targeted process improvement 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 our integrated Oracle HR and Crown Duty Management systems.
2. Efficiently equipping officers with the resources they need for duty and minimising their administration time. Tools used 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. These goals are supported by our integrated Service Management, Duty Management and Asset Management solution.

t-Police Support expands on the traditional back-office shared service focus areas of HR, payroll, finance and procurement, towards a shared service solution that also includes IT transactional services and more of the frontline supporting functions such as training, fleet management and logistical support.

The evidence is clear

More than 70,000 police officers and staff are currently using t-Police Support. Cheshire and Northamptonshire forces, which originally formed the MFSS, have realised savings in excess of 40%. The MFSS, open to all UK police forces, has recently welcomed Nottinghamshire Police and the Civil Nuclear Constabulary.

The Metropolitan Police has selected t-Police Support to power the transformation of its back office. This service is provided by Shared Services Connect Ltd (a joint venture between Sopra Steria and the Cabinet Office). The offering is known as the Police Standard Operating Platform (P-SOP) and 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.

“
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

Figure 2: Evolution timeline



In July 2010, the HMIC & Audit Commission report Sustaining value for money in the police service highlighted that “Forces spent £398 million on police officer overtime in 2008/09. Norfolk’s new shift pattern, from April 2009, reduces overtime by 25 per cent (or £1 million).” This was a planned benefit supported by Norfolk’s implementation of Crown DMS, an integral component of our t-Police Support solution.

Shared services and collaboration

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.

Our vision for shared back-office delivery in policing, realised by our t-Police Support portfolio, anticipates a number of forces running back-office processes co-existing on the same hardware, infrastructure and application software.

This approach further drives savings into policing through reduced capital investment and reduced support and maintenance, and opens up the opportunities of regional BPO transactional hubs to service police forces.

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

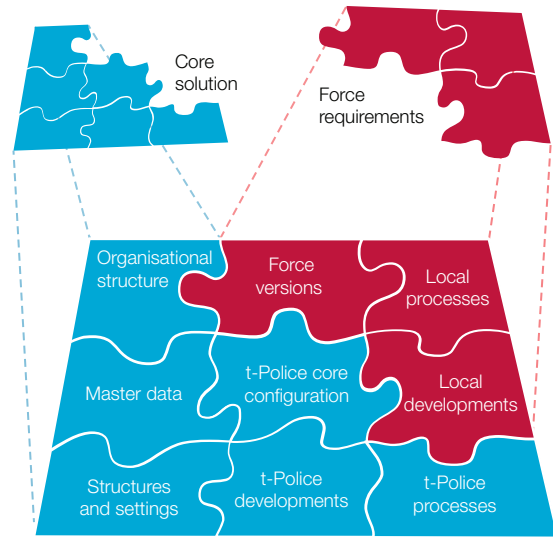
The use of benchmarking and pre-designed templates gives a degree of predictability and delivery certainty on ERP outcomes that was not usually achievable with traditional methods. With the endorsement of the NPIA ISIS programme, police forces can purchase the t-Police Support services directly under the Cheshire Police Framework Agreement, which can be used nationally without the need to undertake costly and time-consuming procurement competitions.

Accelerated time to benefit

t-Police Support is designed to accelerate the implementation of internal shared services and the rollout of self-service and complementary mobile apps to maximise return on investment. t-Police Support’s standardised system processes and policies are deployed using pre-designed templates aligned to leading practice benchmarks.

These templates are underpinned by a transformation plan and approach that has been pre-designed for a leading practice shared service operating model and exploits the latest shared services functionality offered in Oracle’s latest application software.

Figure 3: How t-Police fits force requirements



Our approach reduces the cost of technology implementation, enabling investment to be diverted into driving benefits realisation and transformation. t-Police brings together:

- Proven leading practice processes and policies aligned to independent benchmarks, which empower employees to do more for themselves through self-service and mobile functionality.
- A solution built to national standards, including the National ACPO Chart of Accounts Structure, Olympics Policing Skills Categories, CIPFA and HMIC benchmarking codes and UNSPCC codes.
- Pre-defined workshops to confirm (not design) the solution and identify required changes to current practices.
- A programme and project management methodology aligned to Managing Successful Programmes (MSP) and Prince2.
- Business transformation and benefits realisation tools and templates to support the organisational and cultural changes required to deliver the benefits.
- A comprehensive Business Intelligence (BI) and management reporting capability to make accurate decisions as well as produce standard outputs like the standard Home Office reports.
- A catalogue of common Service Oriented Architecture (SOA) based interfaces built on Oracle Cloud Middleware for common police systems including the National Police Procurement Hub (NPPH), NCALT and Chronicle.
- Pre-written system and integration test scripts that increase the rigour and speed of the testing process.
- A data migration toolkit that industrialises the data migration process.



We are clear that very substantial cost savings can be made in our back-office support functions which will help minimise the risk to our front-line services, and the Capgemini solution demonstrates in detail how those savings can be achieved. After an extensive competitive dialogue process, their proposals were demonstrated to be an excellent match for our own Transforming Business Services programme.

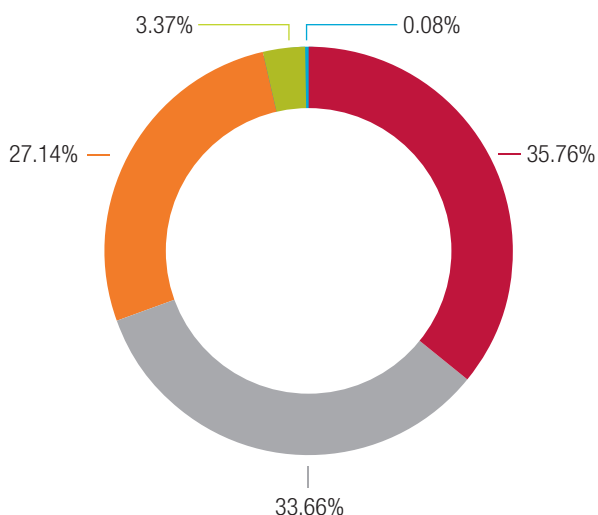


Margaret Ollerenshaw
Chairman of Cheshire Police Authority

The Cheshire Police Framework

Responsibility for the Cheshire Police Framework was awarded to Capgemini in December 2010 following a competitive procurement process. This Framework is championed by the NPIA ISIS Programme to support forces in their drive to become more efficient and speed up the realisation of benefits. By procuring services within the Framework, UK police forces can drive back-office savings without the need for lengthy and expensive competitive tendering exercises. The Framework allows forces to either join the MFSS or procure their own t-Police system.

Figure 4: Example dashboard report - Top 10 cost centres by expenses



As technology changes and becomes more user centric and intuitive, we incorporate these improvements into our solution. We are now offering t-Police with some of the latest Oracle Cloud modules, including recruitment, talent management and mobile, to take advantage of some of the latest product innovations and to enhance the user experience.

Figure 5: t-Police mobile UI



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
Chief Constable of Cheshire Police

About Oracle in Industries

Oracle industry solutions leverage the company's best-in-class portfolio of products to address complex business processes relevant to the communications industry, helping speed time to market, reduce costs, and gain a competitive edge. For more information about Oracle visit www.oracle.com

About Crown Computing

Crown Computing is the UK's leading supplier of Workforce Management solutions to medium-to-large organisations in both private and public sectors. Our experience in Time & Attendance and the broader aspects of Workforce Management and Time Accounting applications is exceptional and this is reflected in our client base, which includes major organisations such as BAE Systems, Ford of Britain, Carillion, Honda UK, Lancashire Police, ITN and many local authorities.

For more details contact:

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

Mark G. Iveson

Police and Home Office Director
mark.iveson@capgemini.com
Tel: +44 798 112 5156

Steven Rice

t-Police Support Product Director
steven.rice@capgemini.com
Tel: +44 370 238 8814



About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at

www.uk.capgemini.com