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.

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

Capgemini transform police (t-Police) solution
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.
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?
t-Police field

1st at Scene
- Officers are given consistent access to the information they need when and where they need it
- Workflow prompts full info capture
- Near real-time screening
- Transfer to appropriate units for support

Information capture/reporting
- E2E: One-touch capture
- Real-time data feeds
- Links with intelligence backbone
- Multi-media
- Audit trail (delivery receipts)

Investigation
- Crime investigation
- Starts immediately
- Workflow manages points to prove, lines of enquiry milestones and supervision
- Link to victim/witness relationship management and care

Arrest/in custody
- E2E—Custody
- Workflow begins at arrest
- Identification managed
- Linkage of virtual records
- Monitoring while in custody
- Manages disposal decisions

Case preparation
- E2E—Case preparation
- Prompts for evidence to collect
- Link/populating prosecutors system
- Manage decisions re: case management and care strategy
Capgemini Transform Police (t-Police) Solution

Field

- Police Front Office/Shared Service Center
  - Citizen Relationship Management
  - e-Mail & Text
  - Non Emergency Call Handling
  - Self Service Portal
  - Intelligence
  - Crime Recording
  - Incident Management
  - Lead Management
  - Link Analysis
  - Custody Management
  - Evidence & Property Management
  - Neighbourhood Policing
  - Court Case Preparation
  - Criminal Records
  - Registers
  - Missing Persons

- Palantir Analytics & Intelligence Support

Support

- Police Back Office/Shared Service Center
  - Recruit to Retire
  - ICT and Service Management
  - Facilities, Logistics & Fleet
  - Finance Management & Procure to Pay
  - HR
  - Tele Service
  - Order Management
  - EAM
  - General Ledger
  - Fixed Assets
  - Account Payable
  - Inventory
  - Account Receivable
  - Cash Management
  - iProcurement
  - i-Expenses
  - Self Service HR
  - iRecruitment
  - Crown DMS
  - Crown Attendance Management
  - Book Training
  - Request Service
  - Order Kit
  - Duty Management
  - Enterprise Content Management
    - Scanning
    - Captiva
    - Document Storage

Management Information

- Case Analytics
- Incident Analytics
- Performance Management
- Financial Analytics
- HR Analytics
- Service Dashboards

Collaborative policing | Sustainable policing | Field & Support Operations | Efficiency & Effectiveness | Powerful Partnerships | Benefits
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.
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.
Powerful partnerships to fight crime
Powerful partnerships to fight crime

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.
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
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.

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**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
e-mail: nicholas.james@capgemini.com

Jaap Roos
Vice President, Global Public Security Lead
e-mail: jaap.roos@capgemini.com

Philippe Emmanuel
Director Global Alliances Capgemini, Oracle
e-mail: philippe.emmanuel@oracle.com

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