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The second screen for Opsporing Verzocht is a good example of our ambitions to involve the public in solving crimes. Capgemini helped us enormously in coming up with, designing and developing this. We are extremely satisfied with the end result and the first user results, which enable us to solve cases faster.”

Ron de Milde

Program director IMDM police



Capgemini supports police in crime-solving

Second screen a handy tool for television viewer

‘Opsporing Verzocht’ is a popular Dutch television program in which the police appeal to the public for help in solving police cases. Video footage, police reports and witness statements are used to briefly explain a case to the public. Viewers are then presented with a number of concrete questions which the police would like answered. It is part of the police’s policy to actively seek cooperation with the public in solving crimes. In this context, the police and Capgemini developed a ‘second screen’ for the Opsporing Verzocht program.

40,000 visitors

During the television broadcast, viewers can go to live.politie.nl on the second screen to have another look at the information and photos presented and give direct answers to the specific questions posed during the program. Using a special button they can also pass on tips and view the status of police cases from previous episodes. The second screen has been in use since November 11, 2014 and, after just three broadcasts, has already drawn 40,000 visitors, who have provided 238 extra tips. User panels were involved in developing the screen to provide the Scrum development team with valuable feedback for a site that works optimally.



Strategic partner

The introduction of this second screen is part of the police's multi-channel strategy to communicate and interact with citizens in a consistent, low-threshold way using multiple channels. The project was started after a brainstorming session with the police's 'Comprehensive Media Policy and Digital Media' (IMDM) program. This program received the Computable Partner of the Year Award in November 2013. Capgemini supports the police in this program with advice and realization in numerous areas. Among other things, IMDM launched the new **www.politie.nl** website on January 1, 2013 in the context of the formation of the National Police, a website which was nominated for the Metrixlab Website of the Year Award.

About Capgemini

With almost 145,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.571 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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Approved by

Ron de Milde

*Program director IMDM
Politie*

Gert-Jan Gerrits

*Principal Consultant
Capgemini*

in collaboration with



The police are always there. For a safer Netherlands. The police protect democracy, enforce the law and are the authorities on the street. Where necessary the police offer a helping hand. They take imperative action in emergency situations. Where others take a step back, the police step forward. If necessary using force, putting their own lives in danger if need be. The police work actively with citizens and partners. Their eyes and ears are open to what is happening in society. The police are there for everyone. Vigilant and ready to serve.

More information at:
www.politie.nl

For more information:

Capgemini Nederland B.V.

PO Box 2575 - 3500 GN Utrecht

Tel. +31 30 689 00 00

E-mail: info.nl@capgemini.com

www.capgemini.com