

# t-Police

**An innovative approach to transforming police support services and delivering cashable savings**



**t-Police is the only solution available in the Police sector today that enables back office transformation and Shared-Services using Oracle ERP Applications and Duty Management to deliver top quartile performance in business services**

The Comprehensive Spending Review made it clear that police force budgets will be reduced over the next four years as part of the Government's plans to combat the UK fiscal deficit. The subsequent Police Core Settlement states *"that every police authority will see a cash reduction in this funding of 5.1% in 2011/12 and 6.7% in 2012/13"*.

The Home Secretary has made it clear that the savings should be sought through efficiencies in the back office so as not to jeopardise front line 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 (t-Police) to enable police forces to deliver efficiency savings and service delivery improvements across the back office, whilst ensuring a rapid Return on Investment (ROI). In addition to applications and technology t-Police delivers a wider business transformation embracing the organisation structure and business processes to deliver a more efficient organisation with sustainable long term benefits realisation.

Our t-Police portfolio consists of five layers of service offerings:

1 – A Diagnostic which 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 otherwise 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 & Duty Management solution. 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. This Commercial Off The Shelf (COTS) solution requires no software customisation and is proven against over 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 – Shared Hardware and Infrastructure Hosting and Management in a secure IL3 data centre allowing many forces to share the technology and applications configuration greatly reducing total cost of ownership.

5 – Application Support covering 2nd, 3rd and 4th line support across the products, system administration, patching and upgrades.

The management information tools and dashboards embedded into t-Police provide the capability to manage your business, identify force benefits and accelerate the delivery of them through successfully implementing new ways of working.

**Taking the next step with t-Police**

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 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 need to be made to improve your performance;
- Identify the potential savings and performance improvement achievable using our proven Benefits Model which will enable you to prioritise;
- Create an outline business case for a benefits-driven organisation change based on our t-Police 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 the t-Police.

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

**Award Winning Innovation**

t-Police builds on the success of Capgemini’s referenceable t-Gov portfolio, winner of the Oracle Innovation Award in February 2010 and the Oracle PartnerNetwork Specialized Global Partner of the Year Award in October 2011 recognising the unique, innovative and cost effective approach to local government back office transformation. In recognition of the building success of the t-Police and t-Gov solutions Oracle also awarded Capgemini the Oracle Applications Partner of the Year and Oracle Customer Service Partner of the Year at the UK Partner Awards in March 2012.

t-Police provides a secure, police specific fully integrated Oracle e-Business Suite and Crown Duty Management and Rostering solution that provides visibility of available skilled officers on duty, compliance with Police Time Regulations and standard police reporting requirements such as the MG10 Court Availability form.

t-Police not only allows Police Authorities to capitalise on the proven back office and shared service centre benefits in HR, Payroll, Procurement and Finance but drives further efficiencies into front line policing through three targeted process improvement areas:

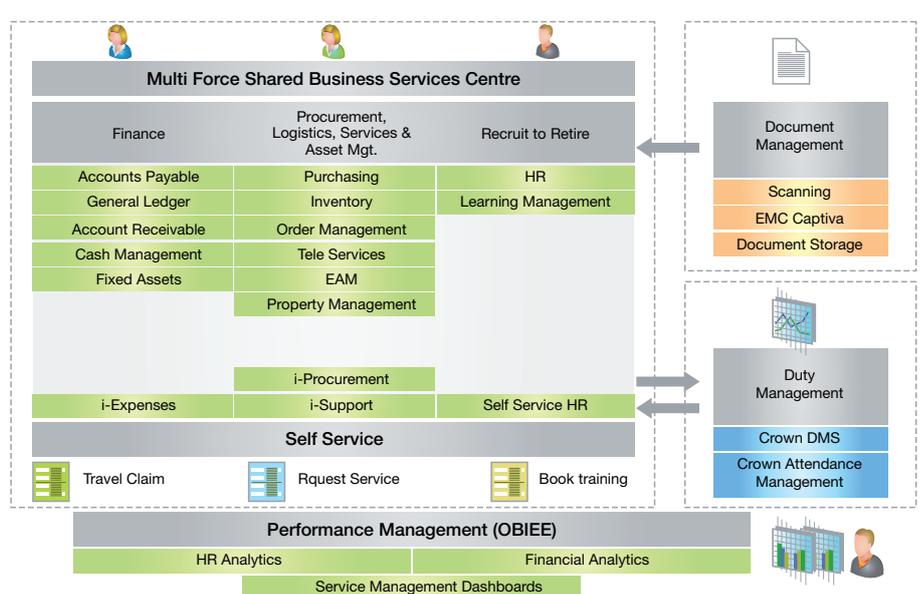


Diagram: t-Police Scope

Optimising the use of Police Officer resources deployed to routine duties and minimising overtime payments achieved through advanced demand planning and remodelling of relief and shift patterns supported by our integrated Oracle HRMS and third party Crown Duty Management Systems;

Efficiently equipping Officers with the resources they need for duty and minimising their administration time through self service and mobile solutions allowing demand from the front line to be automatically routed to the correct stores, buyers, asset management or maintenance teams;

Effective management of the full end to end Public Event Policing process from receipt of the customer call, deploying the right resources, monitoring and reacting to events on the ground through to accurate billing and cost recovery supported by our integrated Service Management, Duty Management and Asset Management solution.

t-Police 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 benefits of t-Police**

Capgemini’s t-Police solution is in operation in two UK Police Forces, Cheshire Constabulary and Northamptonshire Police, working in partnership to deliver a Police-to-Police shared service – the Multi-Force Shared Service (MFSS) have made back-office savings over and above their original business case.

*“Northamptonshire and Cheshire forces dropped costs of transactional services by 38%”* Karen Watkins, Director of Corporate Resources.

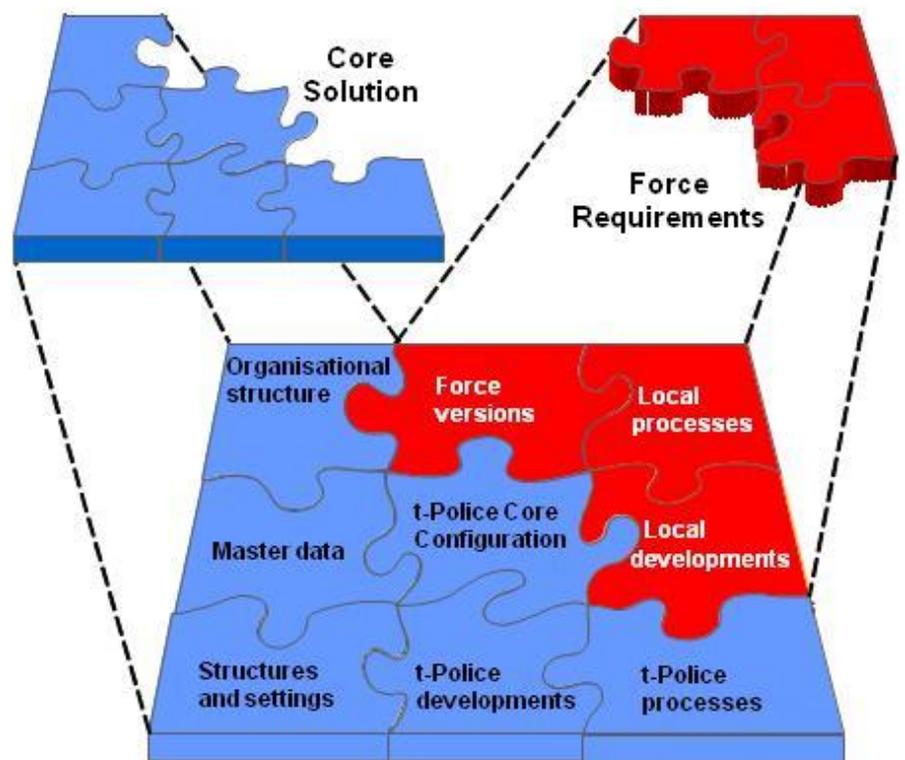
The HMIC & Audit Commission *“Sustaining value for money in the police service report July 2010”* highlights workforce spending which represents 80% of police spending

*and quotes 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 Open Options an integral component of our t-Police solution.*

**Shared Services & Collaboration**

The principle of moving repeatable, high volume, transactional support services into a shared service centre whilst retaining high value strategic activities close to the front line is generally accepted as best practice.

The use of benchmarking and pre-designed templates gives a degree of predictability and delivery certainty on ERP outcomes that has previously evaded many projects using traditional methods.



Our vision for ‘shared’ back office delivery in policing supported by our t-Police 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, reduced support and maintenance and opens up the opportunities of regional BPO transactional hubs to service police forces.

**Endorsed by the NPIA ISIS programme, Police forces can purchase the t-Police services directly from the Cheshire Police Framework Agreement which can be used nationally without the need to undertake costly and time-consuming procurement competitions**

The economic case for shared services is sound. The 10 year return on investment has proven to show substantial savings (£50M-£60M) for a force with average supporting staff ratios. The solution can deliver improvements in the management of frontline resources with annual savings in police overtime (>£1M) for a force being achievable.

**Cutting the cost and time of transformation with t-Police accelerators**

t-Police is designed to accelerate the implementation of internal shared services and the Oracle E-Business Suite integrated with Crown Duty Management System to maximise ROI. The t-Police standardised system processes and policies are deployed using pre-designed templates aligned to leading practice benchmarks.

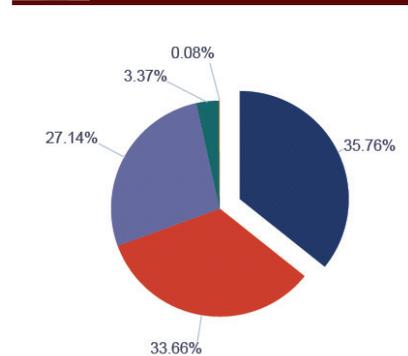
This template is underpinned by a transformation plan and approach that has been pre-designed for a leading practice shared service operating model and exploits the latest shared services functionality offered in Oracle E-Business Suite R12.

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;

- 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 Fusion Middleware for common police systems including Zanzibar, the National Police Procurement Hub (NPPH);
- Pre-written system and integration test scripts that increases the rigour and speed of the testing process;
- A data migration toolkit which 'industrialises' the data migration process.

**Top 10 Cost Centers by Expenses**  
Click on the cost center to drill to further detail



**The Cheshire Police Framework**

The Cheshire Police Framework was awarded to Capgemini in December 2010 following a competitive procurement process in accordance with European and UK procurement rules. 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. It allows all UK police forces to procure services from the Framework that will drive back office savings without the need to embark on lengthy and expensive competitive tendering exercises.

**Transforming with Capgemini**

The combination of our t-Police concept allied to our established commitment to working with clients to deliver immediate and sustainable long term benefits to criminal justice organisations is able to provide you with an unrivalled service as you seek to cut costs and deliver a more effective service.

“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

“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



## About Capgemini

With more than 125,000 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.

Learn more about us at

[www.capgemini.com](http://www.capgemini.com)

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

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### 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](http://www.oracle.com)

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### 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.

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