

# Digital Policing



## Services Portfolio

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## Introduction

We **collaboratively design, build and implement innovative, digital solutions** transforming the operational effectiveness of police forces and agencies.

Leveraging our deep expertise in **data, automation, AI, Cyber and human-centred design** alongside our policing experience we develop user friendly solutions that enhance daily business processes, complex investigations, intelligence operations and strategic leadership decision making.



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## Data Strategy

**Are you maximising the value in your data?**

To harness the opportunities of existing and disruptive digital technologies, Police Forces need an effective data strategy. From creating a seamless citizen experience, to addressing harm, enabling officers and staff, and encouraging openness and collaboration; a strong data strategy lays the foundations for effective policing. Working in partnership, we'll help you roadmap, implement and guide your data journey. Our subject matter experts

combine experience from diverse policing backgrounds with experience of delivering strategic data solutions. We understand the challenges you face too. Not just in meeting the demands of operational policing, but in responding to Home Office requirements, data protection and GDPR. We can help you to take control of your information and leverage cutting edge data technology.



## Discovery Workshops exploring Automation, Machine Learning and AI opportunities

**Are you ready to use digital technology to transform your Agency/Force, but don't know where to start?**

Today's world is full of opportunities for using the latest technology - Robotic Process Automation, Artificial Intelligence and Machine Learning - to improve both the efficiency of internal processes and citizen experience. Augmenting our unique combination of experience within policing, law enforcement and intelligence, with expertise in leading-edge technology, we can facilitate a series of

discovery workshops to help you identify opportunities to accelerate your digital transformation. Working with key stakeholders from your organisation, we will lead a series of practical workshops, and help you identify real opportunities that will add value. We can then develop rapid prototypes, often within a few days, to prove the effectiveness of a proposition and demonstrate its value.



## Data Analytics and Data Visualisation

**Can you see a single, analytical view on the health and performance of your Force/ Agency?**

If you can't see the problem, how can you fix it? By bringing your data to life with cutting edge analytics, you'll be able to quickly and easily analyse information to spot trends, optimise service, and uncover insights into the drivers of crime. Through trusted partnerships with leading technology providers, we use our experience to create cutting edge analytics solutions that encourage effective decision-making. From data visualisation, to the

automation of reporting and smart dashboards, our solutions give better access to reliable, accurate, real-time information, giving you a deeper understanding of your organisation to support staff and officers. We'll help you create a 360° view of your organisation and its performance against operational challenges, giving individuals the ability to collaborate, solve challenges on their own and make decisions with confidence.



## Data Warehouse/Lake & API Design, Migration, Build and Implementation

**Do you have siloed data carrying risk and impaired decision making?**

Building a strong data foundation is the key to unlocking insights and the true value of your data. But with data siloed in a disparate mix of legacy systems spread across the Force or Agency, accessing the right information is only the start of the challenge. Having successfully deployed and delivered data migration strategy and implementation for multiple

Police Forces, we are experts in data transformation. Creating a single source of truth, we'll help you build more understanding and turn your information into actionable knowledge. We work with you to create transformational data warehouses or data lakes to ensure data is trusted, up-to-date and always available to those who need it.





## Master Data Management (MDM) & Data Virtualisation Do you struggle with identifying the Golden Nominal



Create a single, trusted view of person, object location and event (POLE) from across the Force/Agency; Enable federated search; and expedite accurate results from a single query request. From the provision of the 'Golden Nominal', to the facilitation of accurate analytics capabilities, Master Data Management (MDM) and Data Virtualisation promote a data-led approach to policing,

helping you better manage threat, risk and harm, and enable faster decision making. From designing and implementing MDM or data virtualisation solutions, to navigating the licensing requirements to deliver best value, we mix cutting edge technology and deep subject matter understanding to ensure you have a modern data solution – and all the insights you need.



## Cyber Software Consultancy and Licensing Are you able to securely investigate cyber crime and protect your Force/Agency?

“Effective Operational policing is driven by information.” This information must be accessible quickly to individuals and teams at any time, in any place. That puts a huge emphasis on the safety and security of data. To protect the organisation, the security of operationally and personally sensitive data is paramount – and in a new normal, where home working and remote access is increasingly possible, the protection of information becomes an increasing challenge. We work collaborative

with Law Enforcement to assess requirements and implement a future-proof cyber security solution; automating cyber intelligence, accelerating investigation processes and unlocking actionable, prioritised insights. We can also assess risk profile; provide Training and Awareness approved by the National Cyber Security Centre; and test & assess the security of systems; identifying any weaknesses and addressing vulnerabilities.



## User Centred Design, Service Design, Process Mapping, Persona Creation

**Do your operational staff find your technology intuitive and easy to use or are they struggling to adopt tools?**

While digital technology has the potential to transform the way policing is delivered, technology alone will not solve problems. In fact, in isolation it can exacerbate them. In order to benefit from new digital capabilities, a user-led approach is key.

User experience needs to sit side-by-side with technology if we are to give every individual the best possible technology experience; from

Police Officers to members of the public who want to engage in new ways.

We work in partnership with you to design end-to-end services which are user-centred, from back-office processes to ultimate user interactions. This enables you to deliver what the user values, while identifying efficiencies and transforming operational effectiveness.



## Intelligent Automation

**Are your operational staff stitching technology together with time-consuming manual processes?**

As policing is increasingly asked to do more with less, improving the efficiency of processes and user experience is at the forefront of change. While legacy systems can be far from efficient, the automation of complex or manual processes reduces the cost to serve and improves operational performance.

Not only does automation maximise productivity and free up staff for value adding activities, our Intelligent Automation Platform offers greater compliance and visibility into decisions and outcomes. Enabling the development and operation of hyperautomation at scale, we use RPA, OCR and webforms, Machine Learning and Natural Language Processing to deliver intelligent automation that compliments your existing systems. An end-to-end service spans road-mapping and IA strategy, to the design, development & deployment of complex enterprise processes.





## Bespoke Cloud Applications, Intelligence Dashboards, Officer Mobile Dashboards

**Are your operational staff starved of real time information at their finger-tips?**

Getting real-time data into the hands of police intelligence teams, officers and national agencies can be a challenge. A challenge that is intensified by the inability to utilise and join up information. How this data is visualised and shared is critical, but trust in the information is just as vital to enable quicker and more accurate decision making.

A good example is our market leading social

media and open data software. It is deployed across two thirds of UK police forces and secure government. Developed and hosted in the UK, it enables near real-time decision making. Intelligence location methodology filters the huge volumes of available data to remove the noise. Working in partnership with our users, we continually evolve to meet the needs of UK policing and safeguard their communities.



## Agile Product Delivery and Development

**Is your force able to respond to changes in environments and business priorities?**

Police Forces need to be flexible enough to respond to changes within their environment and business priorities so that they can take advantage of disruptive technologies. In recognising this, we were trusted to develop a proof of concept for an innovative digital product, providing front and backline officers with new operational insights. Our flexible approach to resource augmentation and expertise in modern development frameworks enabled the ICT team to stay on track with its existing commitments whilst also progressing with new product innovations. Working in collaboration with business and product owners, our expertise in user research, experience design and agile product delivery has helped bring about a renewed focus on the prioritisation of product features and releases. Going forward, our expertise is expected to help shape service design, design standards and architecture principles leading to more predictable and frequent releases.





## Agile Leadership and Delivery Coaching How Agile is your Force?

Doing Agile delivery well, is super hard. Agile requires teams to be aligned, especially ICT and business so that they're focused on the right things at the right time. We coach teams for a people-focused, results-driven approach, centred around adaptive planning, self-organisation, and short delivery times. It's flexible, fast, and aims for continuous improvements in quality. Our work with a major Police Force has led to subtle refinement in the purpose and sequence of key meetings leading to improved outcomes from the perspective of business teams.



## Organisation and Workforce Transformation

**Do you have an engaged and motivated workforce equipped with the right skills to meet current & future demands of Next Gen Policing?**

Whilst digital policing will be enabled by technology, it will be led by people. So it's imperative that the right organisation development interventions are in place to drive positive, people focused outcomes. From organisation design and cultural change, through to talent strategy and digital learning, we help navigate the changes required for the future of work in policing.

Investing in people is crucial to success. Not only does it allow staff to develop valuable

new skills, it also enables the successful adoption of new and future technology. We work closely with the College of Policing to design and develop a range of 'Next Gen' learning modules to use across all UK Police Forces, and have delivered eLearning to support the roll-out of new technology in one of the UK's largest Police Forces.

Working together, we'll support your transformation to develop the culture and capabilities needed to thrive in the digital era.

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