

CASE STUDY | PUBLIC SECTOR

Video conferencing boosts agility for Northamptonshire Police

What was the challenge?

- Northamptonshire Police needed a faster, better way for handling briefings and decisions
- Staff travel across a huge rural area was eating into valuable time and budget
- A secure collaboration solution was needed that would work easily for everyone

"CAE took the time to understand our business and the journey we wanted to go on. CAE worked in direct partnership with the force technical teams in taking ownership of issues and finding appropriate solutions which was a key element to the project's success."

**Dan Cooper, IS Operations Senior Manager,
Northamptonshire Police**

THE OUTCOMES

- Daily video conferences save precious time — and potentially tens of thousands of pounds in travel costs
- Chief officers now give morning briefings over video
- Teams can arrange conferences on the fly
- Northamptonshire can make better decisions, faster
- Remote working boosts flexibility and collaboration
- Solution leverages existing Cisco investment
- Video conferencing is secure and easy to use
- New possibilities of video links with agency partners and the public can now be pursued



THE POINT

As a small force covering a large rural area of the UK, Northamptonshire Police needed a way to use its resources more effectively to solve crime and keep its community safe.

Key intelligence needed sharing and critical decisions had to be made throughout each day.

However, face-to-face meetings were consuming precious time and money. Northamptonshire Police knew video conferencing was the answer: a solution allowing the Force to make full use of its existing Cisco communications platform. This could be shared easily with neighbouring forces in Nottinghamshire and Leicestershire and would offer significant additional benefits.

SOLUTIONS

- Cisco Meeting Server cloud-based video infrastructure
- 10 x conferencing suites
- Cisco Unified Communications Manager

SERVICES

- CAE consultancy
- System design, testing and deployment services
- CAE support

The CAE approach



SPOTTING THE POTENTIAL

- Northamptonshire Police were using various video conferencing services on an ad-hoc basis
- Working with CAE, the force could see the potential of having its own bridge by leveraging its existing Cisco Unified Communications Manager voice over IP system
- Neighbouring forces in Nottinghamshire and Leicestershire also got behind the project
- Northamptonshire Police realised that a Cisco Meeting Server video conferencing solution could be the 'glue' that brought systems together
- Suddenly, smarter collaboration, remote working, call recording and other innovations became available to all three forces



PROVIDING SECURITY & EASE OF USE

- Two days of demonstrations, with CAE involvement at police HQ, convinced the force to go 'live'
- Cisco Meeting Server proved flexible, resilient and ultra-easy to use — with virtually no training needed
- Simple dialling is possible through Active Directory and integrates into users' desktops
- High-quality video delivers a rich, two-way experience that captures important non-verbal communication
- The solution is secure, which is essential in the cloud when sensitive police information is at stake

WHY CAE?

Our agility allows us to take a strategic approach to understanding, recommending and implementing our clients' needs, delivering a truly customised approach and empowering our customers.

We work to deliver an outcome that exceeds our customers' expectations. We drive cost efficiency down, ensuring we benchmark costs to ensure predictability, transparency, consistency and inclusivity. Our agility is demonstrated through time gains and strategic efficiency, which we measure so we can refine and improve.

For more information contact hello@wearecae.com

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ENABLING SMARTER COLLABORATION

- Around 5-6 video conferencing sessions happen every day, saving precious time and money for Northamptonshire, while enabling better decisions and swifter responses to fast-changing events
- Chief officers give their morning briefings over video to 10-20 colleagues
- Scenes-of-crime officers and other teams can arrange conferences on the fly
- Officers can save precious time by no longer needing to drive to police HQ. They can connect at local offices or dial in securely from home
- There's the potential of travel savings running into tens of thousands of pounds each year
- Staff at local stations now feel less remote from the force HQ, as senior officers will often visit/work on site



OPENING UP NEW OPPORTUNITIES

- The solution has opened up a wealth of further opportunities for Northamptonshire and its neighbouring forces to consider and adopt
- For example, at Nottinghamshire Police, over 20 conferencing rooms can use the Cisco service immediately, even though they were set up using different technology
- Secure connectivity beyond Northamptonshire Police is being arranged so councils, other agencies and partners can join calls
- Northamptonshire is exploring the concept of scheduled video appointments to widen access for when citizens wish to talk to the police

"Northamptonshire is a smaller force with a smaller budget but we've always been keen on pushing the limits with IT. CAE could see the bigger picture and they had good links with Cisco too. Instead of being rigid, they were flexible and pragmatic, focusing on the feasible - and it's delivered excellent results."

Ben Long, Technical Lead,
Northamptonshire Police

