



# Transforming the UK police force through digital technology

Switch to a new way of working with BT



# Digital technology can improve every aspect of 21st century policing

In recent years, policing in the UK has become increasingly complex. More services and transactions are taking place online. Cybercrime is growing and becoming more sophisticated. Emerging criminal and terrorist networks need tracking down and halting.

Digital evidence is mounting too, from CCTV to phone records. Plus, the public want easy and consistent digital contact with the police.

Police and crime commissioners (PCCs), along with chief constables and other policing bodies, have recognised the need for transformative change. And their Policing Vision 2025 recommends using digital technology to better serve the public.

## **Our digital technology can bring the Policing Vision 2025 to life.**

Making huge changes, with limited resources, and without reducing the quality of service, is a tough call. When you're facing such challenges, we are a powerful partner.

We're at the forefront of connectivity and digital technology in the UK. We're committed to working with police forces to plan effective, accessible services that also give you value for money. And we'll do all we can to help implement the changes needed to meet the 2025 vision.

We can provide the right tools to help your workforce can investigate incidents and crimes effectively. Our solutions will help you gather information quickly from mobile technology, and use analytics to make decisions. You'll be in a better position to tackle cybercrime.

We'll make it easier for the public to contact you. We'll find new ways for colleagues, forces and agencies to collaborate – even in the most high-pressure situations. And we'll help you with the transfer of material to a digital format, so that it's easily shared with the criminal justice system.

Our 500-strong service team can rapidly respond to any issue as it arises. And, on top of all that, greater efficiencies will mean lower costs for you.



# Embracing digital technology is essential to meet this vision

Technology plays a significant role in almost everything the police do – so using resources effectively is crucial. Technology is the facilitator, not the end goal. We put secure solutions in place to connect you and your staff with the information and intelligence that you need, when you need it.

We understand the challenges and processes for managing large volumes of sensitive information, across multiple mobile sites and security domains. And we know the importance of presenting digital evidence easily and without delay within the criminal justice system.

That's why we've been a trusted public sector partner for over 100 years, and why we're the UK's leading communications service company. And we can deliver the solutions that you need. Switching to digital technology can help you to:

### **Stay connected, no matter where you are**

With situations changing by the minute, you need to make sure that your people can stay in touch at all times.

As digital recruits, your people will have access to the biggest and best fixed and mobile network, connecting them wherever they are in the UK. That's 26 million UK connections for our fibre broadband, and a 4G mobile network that covers more than 96% of the population.

We're the supplier of all fixed and mobile catalyst ICT frameworks, operated by the Government Procurement Services. We're trusted by the MoD and other critical services to keep them connected. And, with EE, we're proud to be delivering the new 4G Emergency Service Network across the UK too, where reliability is crucial.

### **Stay at the forefront of innovation**

You need innovative technology, designed to deal with ever-increasing volumes of data and able to adjust to new situations over time. Our product portfolio is second-to-none, but we also partner with key tech companies. We develop high-tech solutions with entrepreneurs and start-ups, and have strong relationships with industry leaders such as Cisco and Microsoft. The breadth and depth of our expertise make sure that we bring you the right solutions, at the right time.

We're one of the world's leading innovators. We've spent £2.8bn over the last five years on R&D investment. We're coming up with innovative IoT (Internet of Things) solutions for UK cities, and we're using advanced technologies, like AI and Machine Learning, to protect sensitive information and critical infrastructures.

### **Work securely, wherever you are**

Security is in our DNA. We own and manage one of the most secure networks in the world. We have over 2,500 security professionals globally. We're among only a handful of providers that has security professional services across the globe, with over 500 security specific consultants. We offer the broadest security services catalogue in Europe. And we'll design a bespoke security solution that perfectly fits your needs.

We've been recognised by IDC as overall leader in Managed Security Services in Western Europe, 2017: "BT performs particularly well in comparison with other vendors for both the recognition of growth topics and its investment in innovation."



# What we can do for you

Our connected policing model is about supporting forces to do what you do best, with technology that can help you do it better and more efficiently. It's based on what officers past and present tell us are the key imperatives for a modern force.

## **You need to do more with less**

When resources are limited, you need to cut costs without cutting quality. Sharing common systems, physical infrastructure and assets, and bringing together specialised skills and resources, can give you the economies of scale you need.

Developing a digital force using our flexible infrastructure solutions can give you the benefit of cloud services. We'll make collaboration easy, efficient, and effective. And we'll help you put open and transparent sharing in place, to encourage focused investment and avoid wasted effort.

Our private, dedicated cloud data centre service, BT Private Compute, can reduce costs further and provide greater flexibility. And it all comes with 24/7 support from our ICT Managed Service Desks.

## **You need accessible information**

Create a team of digital officers, with access to the intelligence that they need, plus the right communication tools, and they'll be better equipped to deal with today's threats.

We can offer end-to-end mobile solutions for better information flow, wherever your people are.

And we can provide location and security systems for officers in dangerous situations, or those out on the beat alone. And we've got experts in flexible working who can identify work styles, and design strategies for individual locations to maximise productivity.

## **You need a strong connection with UK communities**

Visible policing is necessary for public reassurance and effective community engagement. Engaging with citizens on the street, and digital communities online, improves the relationship with the public.

Our solutions make sure your people are just as productive, wherever they're working. Our 4G network and free Wi-fi hotspots reduce the need to head back to the office to complete paperwork. Officers are no longer reliant on back office staff to provide vital information.

Conferencing and video streaming solutions can support daily briefings, so officers can be briefed anywhere. And when officers are on the beat in areas of poor connectivity, they can stay in touch using technologies that automatically switch to the channel with best coverage. All of which means they can spend more time in the community.

## **You need bespoke security**

Digital transformation of policing relies on the right security. It's vital that data stays in the right hands, protecting both victims and police cases. We'll detect threats before they become a problem through our firewall, cloud, DDoS and web solutions.

We'll help you to achieve your security targets and vision, with scalable solutions based on tried-and-tested designs and implementations. Our 24/7 proactive service monitoring keeps a close eye on our cloud-based data centre solutions. And seamless integration with our WAN and LAN solutions mean you'll get an unmatched one-stop-shop experience.





- **Align increased demands with squeezed budgets**

Develop a productive and cost-effective Digital Force. Saving on costs while improving services by moving to a shared services model.

- **Always connected and always ready**

Empower and support the Digital Officers of tomorrow by allowing them to access and utilise the information they need, wherever they are.

- **Connecting with UK communities**

Better engage with citizens and increasingly Digital Communities by continuing to adapt to the modern policing environment.

- **Let us protect your organisation, as we do ours**

With our Bespoke Security capabilities, we can always recommend the right security solution which is appropriate to your data needs: helping to keep data safe and protecting victims and police cases.

All with the end-to-end service and support you need.

## Don't just take our word for it...

The technology is already out there, with forces adapting to modern policing and achieving great things through innovative digital communications. Here are just some of their stories.

### Supporting policing with 24/7 assistance

#### Devon and Cornwall Police

Devon and Cornwall Police face challenges to respond to a vast rural and coastal area, which increases by 10 million visitors over the summer months. This creates a huge demand on their services, both in traditional crime on the beat and around the new areas of cyber-crime.

To help with this, they're now using our ICT managed service desk. Its aim is to enhance the 24-hour support given to IT systems, and give a more robust support to policing. It will also make significant savings on their service costs, that will be reinvested to improve services to the public.

### Dealing with the public, not the paperwork

#### Essex Police

Essex police officers travel an estimated 784,070 miles a year returning to stations to file reports, and spend an average of 16,802 hours dictating information over the phone.

Through EE, we have provided officers with a bespoke mobile solution, which allows them to spend more time in the communities they serve: increasing police visibility and promoting better engagement with the public.

Specialist apps have made officers more productive, as it's now much easier to capture and input information. It's also easier to share this information across other forces and with other public sector organisations.

“For me what BT brings is clearly innovation, ambition and a desire to make a difference.”

**Shaun Sawyer,**  
Chief Constable, Devon and Cornwall Police

“This is a big investment and it's keeping our frontline on the frontline where they need to be while ensuring the admin work that lies behind policing gets done.”

**Stephen Kavanagh,**  
Chief Constable, Essex Police





## How we can support the Policing Vision 2025

- Our agile solutions with open architecture permit 'plug and play' and allow space for innovation and the application of best practice.
- Our R&D team work on the early identification of promising approaches, and termination of the less promising ones. This means we can drive those most likely to provide significant benefits for the police force.
- We're currently working with the Met on a solution that combines access to 4G and Wi-fi at a low fixed cost per user per month. Meaning fixed, forecastable costs.
- Our cloud-based solutions mean we can offer cost-effective, flexible ways to meet your voice, data storage, and hosting needs.
- With EE, our mobile network is the largest in the UK, with 99.2% of 4G mobile coverage. This gives you seamless connectivity and the ability to work from locations away from HQ. Less time travelling to meetings means more cost savings, and more time out in the community.
- We can improve collaboration and cooperation across different forces, for joined-up thinking and working.
- Our mobile solutions and devices give your people access to information wherever they are – at HQ or on the beat – to make your force more efficient.
- Our presence on central government procurement frameworks means you can reduce procurement time and costs.

### **Getting you a step closer to a smarter digital future**

Digital transformation is big. And it's creating even bigger opportunities for organisations across the UK. We've got the insights to anticipate your challenges and help you plan a smarter digital future. And we've got the network and know-how to make it all happen. We call this intelligent connectivity. As a managed services provider we'll be there for the entire journey. Helping you to get the most out of cloud technologies to deliver faster, more efficient services.

# Why BT

With over 1,800 public sector customers across Scotland, England, Wales and Northern Ireland, we know the issues you're facing. We'll use that know-how and experience to help you make lives better. And the benefits of working with us don't stop there:

- **Award-winning networks that won't let you down**  
Our global network is recognised by Gartner and other independent industry specialists. We've created networks that run at 5.6Tbps, fast enough to download 100 videos in a second. And by 2020, we'll have increased EE's 4G coverage to 95% of the country.
- **You'll be working with experts**  
We have the people, the partners and the know-how to offer you the best advice, service and support. Our work with smart city programmes across the UK means we're well versed in working with others, too.
- **A commitment that we'll never stand still**  
We're investing £10 billion in new technologies in the five years. They'll help us to develop the services and tools that will see you thrive in the future.
- **We're a trusted partner in the public sector**  
The MoD, Police and other critical services trust us to keep them connected. And our presence on national and local government procurement frameworks means it's quick and easy to start work with us.
- **Solutions perfectly tailored to your organisation**  
Delivering regional public services is tricky work. That's why we've got a wide range of tools, technology and ideas to work with, so we can offer you the right solution, whatever your needs.

## More information

To find out more, please contact your BT Account Manager.  
[business.bt.com/public-sector](http://business.bt.com/public-sector)

### Offices Worldwide

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