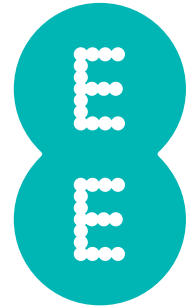


DYFED-POWYS POLICE

PEOPLE IN RURAL WALES BETTER PROTECTED WITH DIGITALLY TRANSFORMED POLICING



EE and Samsung mobile solutions save up to 6,000 hours per month, meaning officers can spend more time in the community

Customer's challenge

Covering the largest policing area in England and Wales, Dyfed-Powys Police safeguards over 488,000 people; significantly boosted by tourism in the holiday season. It covers over half of Wales – including remote rural areas and more than 350 miles of coastline – presenting a number of communication challenges.

Marc Jones, senior ICT operational manager, says: "We encountered problems with patchy coverage and signal drop with our previous 3G mobile solution, so it wasn't very popular."

Our solution

To seize the advantages of mobile digital policing, the force launched a major initiative to improve operational efficiency and presence in the community. Moving to 4G was a key enabler of that strategy.

"Our employees were already asking for the technology, so we compared providers," adds Marc. "EE came out top for coverage, reliability and price."


Paper-based pocket notebooks have been replaced with Samsung Galaxy Note smartphones running on the EE network. The devices are equipped with Cisco AnyConnect™ for secure remote access to data and applications. EE also provided a leased line for Data VPN and Mobile Voice VPN service redundancy.

The solution gives 650 officers the ability to interact with vital backend systems from the frontline. They can key-in data at the point of need and reuse the information digitally for policing processes through the Pronto application suite. "EE connectivity and Samsung devices are perfect partners for integrating with Pronto," says Marc.

Paperless policing helps put the public first

Dyfed-Powys Police has accelerated its move towards paperless policing. Officers would frequently have to return to the station to complete admin tasks. Now, they're able to digitally capture, store and share information – from victim, witness and offender contacts to information sharing with partner organisations in the criminal justice system.

Many core processes have already been digitised and streamlined, with more to follow. These include crime recording, police checks and road traffic collision incidents – all on the Samsung smartphones.

 **There's significantly less travel and form-filling. This is saving around 30 minute per shift, which rolls up to up to 6,000 hours per month. ³³**



**Marc Jones, Senior ICT Operational Manager,
Dyfed-Powys Police**

Everything is time-stamped, providing officers with an effective audit trail if they need to retrace events.

4GEE at work case study

Domestic abuse, stalking and harassment (DASH) is another example. Previously the reporting procedure was time-consuming, largely because officers had to complete 17 pages of paperwork at the scene. They would then phone through the details to the central crime recording unit for a colleague to rekey the data.

Now, they do everything on their Samsung smartphone and simply sync the device, leaving more time to focus on issues like arranging victim support.

 **Mobile digital policing is a key part of our wider plan where we're changing the way we work to always put our communities first.** 

Simon Prince, Chief Constable, Dyfed-Powys Police

Chief Constable, Simon Prince, concludes: "Being able to complete tasks once saves time and duplication of effort. Mobile digital policing is a key part of our wider plan where we're changing the way we work to always put our communities first."

Get in touch

For more information on 4GEE from EE visit: www.ee.co.uk/business

To learn more about Dyfed-Powys Police, go to: www.dyfed-powys.police.uk

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