

CAPITA

Greater Manchester Police

rely on Capita

for communications equipment
commissioning and maintenance



As the second largest Police Force in the UK, Greater Manchester Police (GMP) has a large number of radios and other communications assets.

Capita Secure Information Solutions (Capita) provide a comprehensive radio managed service that includes the commissioning and maintenance of thousands of items of communications equipment, from hand held radios to control room hardware.



Background to the relationship

The relationship between Capita and GMP dates back many years, with GMP being the first Police Force in the UK to outsource support for Airwave (the national Police communication system) to a third party supplier. The two organisations have developed an excellent working relationship over the years and built a strong, trusting partnership.

The Capita team is based on site at GMP's Radio Workshops to enable them to work closely with GMP's employees and officers. As part of this service, Capita provides mobile radio engineers who are deployed when required to support vehicle radio incidents. Technical advice is also provided for hand held and vehicle radio assets, and control room equipment first line enquiries. GMP's control rooms are also supported by a 24/7 regional field service team.



“The contract with Capita includes a service level agreement with several KPIs and Capita has an excellent record of meeting them. The service it provides is reported on and reviewed on a monthly basis and we are delighted with the performance. The Capita personnel go that extra mile to provide a first class service to our operational staff”.

Ian Murgatroyd
Telecommunications Manager
Information Services Branch
Greater Manchester Police



A strong, trusting
partnership



Working together with
digital radio technology
since 2001

Capita's solution

Capita manage GMP's communications equipment, including hand held and vehicle radio sets (including software upgrades), vehicle mobile data, analogue PACE equipment (evidential equipment), CCTV, desk top radios, certain Covert equipment and an integrated communications control system (ICCS).

The service provided by Capita is extensive and includes the following:

Radio and ICCS equipment maintenance and repair

Capita provides a managed service for the maintenance, testing and quality control of radios and radio ancillaries, including radio covers, ear pieces, batteries and battery chargers.

Officers report their radio or accessory faulty to their divisional Custodian, where they are issued with a pool radio or replacement accessory. The divisional Custodians then return the faulty equipment via a secure 'Blue Box' courier service to the Capita team, who carry out testing to establish the fault.

Faults with hardware that cannot be resolved locally are returned to the supplier for repair. A replacement radio is configured and returned to the divisional Custodian via the same 'Blue Box' logistics system. Once the repaired radio is returned from the supplier it is updated on the asset management system and placed back into stock for reissue.

Capita work closely with third party suppliers to ensure that the quality of their products is consistent, and that repair times are kept to a minimum. Any trending faults or user issues are identified for further analysis, either by the Force or by the suppliers.

Ian Murgatroyd, Telecommunications Manager in the Information Services Branch at GMP, says: 'Capita manage this process very well, with excellent progress chasing that minimises the time equipment is away. They also maintain accurate records so that every piece of equipment is always accounted for.'

'Another aspect of Capita's contribution to the maintenance of equipment has involved our tape-based interview recording equipment. Although we will shortly move to a digital solution, we currently operate tape recorders. This ageing form of technology has not been easy to maintain, but Capita have done an excellent job of sourcing a supplier that has been able to keep the machines operational.'

Commissioning of new equipment

Capita is responsible for the commissioning of new hardware, including hand held and vehicle radios, and mobile data and hands free equipment. The commissioning and testing process involves working closely with the Force to gather its requirements. This enables Capita to commission equipment that will meet GMP's immediate needs and remain reliable during operational use.

Maintaining records

Also included in the managed service is asset management. GMP has an in house database for tracking radio assets that is updated by Capita with all the activity throughout the life of a radio. It is used for any 'real time' security issues and the audit for CESG/Home Office requirements.

This database also integrates with GMP's HR system, enabling hand held radios to be linked to individuals. With this link in place, when an officer is seconded or transferred, this is reflected on the radio database. Their radio can be then re-profiled to meet the change in requirements of their new post and downtime is kept to a minimum.

24/7 service desk and onsite support

During office hours, Capita's onsite technical helpdesk proactively monitors the ICCS infrastructure to continually improve the service offered to users. This proactive monitoring is complemented by Capita's UK-based helpdesk, which is available to ensure users of the radios and the ICCS can log calls for coverage and technical faults.

These calls are subsequently triaged by the onsite technical helpdesk. Those calls that can be resolved over the phone are done so by talking the user through basic fault finding.

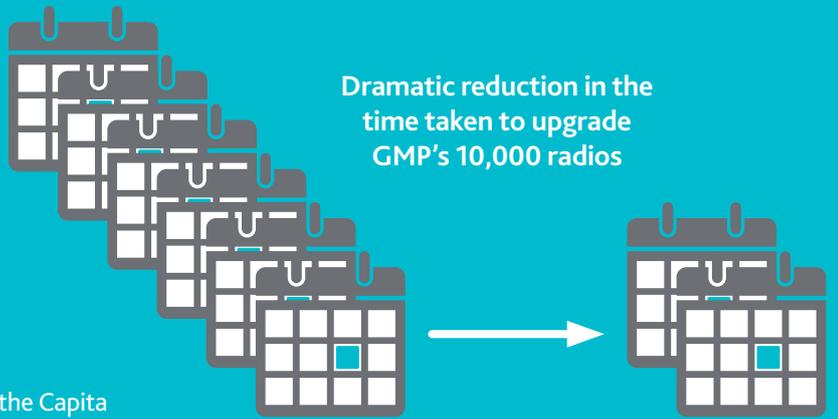
This is an area of the Capita service that has delivered tangible financial benefits to GMP, as Ian Murgatroyd explains: 'Compared with the previous situation, we are now seeing many more issues resolved by the technical helpdesk rather than requiring intervention by engineers.'

'The technical helpdesk does an excellent job of resolving issues by providing advice on usage and setup to users and, in more cases than ever, issues are resolved this way. As well as the cost savings this generates, it means that equipment is back in use again much more quickly, which clearly is a benefit from an operational point of view.'

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"Equipment is back in use again much more quickly"



Value added service

As well as delivering an efficient managed service to GMP, the Capita team also looks for ways to deliver improvements and cost savings for the Force. This includes working with other Capita managed service contracts to **increase buying power and reduce costs**.

Airwave call data records are also investigated to **look for areas where spend in this area can be reduced**, using the Airwave Insight tool to assess the impact of network outages and coverage issues.

The Capita team can also provide **short notice support** during major incidents and events. This can range from charging large volumes of batteries to checking that the communications equipment in operational vehicles is working as required.

Capita has also helped GMP to **reduce the time taken to upgrade their 10,000 Airwave radios**, from six months to eight weeks. This work has minimised the disruption to users and increased the speed of delivering essential additional functionality to the radio terminals.



Summary: Reliable always-on support

With effective communication being such a crucial component of policing, it is essential that every Police Force has 'always-on' support in place to maintain equipment effectively. For GMP, the service provided by Capita gives its officers an excellent level of confidence in their communications equipment.

Capita Secure Information Solutions Ltd
Methuen Park
Bath Road
Chippenham
Wiltshire
SN14 0TW
United Kingdom

T +44 (0) 8456 041999

F +44 (0) 8456 042999

E csis.info@capita.co.uk

W www.capita.co.uk/secureinformation