



POLICE SCOTLAND, UNITED KINGDOM



Police Scotland is the second largest force in the U.K. It has a workforce of 23,000, across 13 local policing divisions. Each division encompasses response officers, community officers, local crime investigation, public protection and local intelligence.

CHALLENGE

The force was looking for innovative ways to give officers back time they spent updating manual record-keeping systems. They also wanted to simplify data-entry and retrieval in the field, so that officers could spend less time taking notes or looking for important information and more time keeping their local communities safe.

SOLUTION

Police Scotland implemented a comprehensive and flexible mobile application solution for frontline police officers. It gives officers direct access to local and national police databases including systems for command and control and Scottish Criminal History, ensuring they have the most up to date information at their fingertips at all times.

The technology is compatible with frontline devices — including voice and video endpoints — and has modules that enable simplified, streamlined data capture. For everything from crime reporting to the collection of witness statements, the smart application ensures that all necessary information is gathered at the right time and immediately entered into the system.

BENEFITS

The force estimates that using digital technology to capture information at the scene has saved in excess of 500,000 hours of police officers' time every year. It has also improved the organization's evidence gathering, storage and retrieval processes, greatly assisting throughout in the judicial process.



"We had rolled out mobile technology for our frontline officers before the pandemic but it has been a game changer for us during the pandemic. It enabled our frontline officers to issue tickets for COVID compliance while maintaining social distancing in the field. Even though the new legislation was fast-tracked, the technology we were already using helped us to adapt instantly."

Superintendent Martin Gallagher
Criminal Justice Services Division
Police Scotland



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