

MAKING MORE TIME



The latest version of our Pronto digital policing solution has already saved over 670,000 hours* for frontline officers across Police Scotland's thirteen divisions – replacing paper notebooks and documentation with on-the-go access to reporting and information systems.

Part of Police Scotland's Digitally Enabled Policing Programme (DEPP), the Mobile Working Project aims to improve frontline service delivery by giving officers live access to key resources and information while they're on the move.

Rolled out to more than 10,000 response, community and frontline specialist officers across all thirteen Police Scotland divisions, our Pronto digital policing application is integral to this initiative. Eliminating error-prone manual incident reporting and associated paperwork,

Pronto is driving a significant reduction in travel time and admin for busy officers.

With Pronto, officers can generate crime reports, carry out their own checks, file vital information, take statements and more while they're out and about. Deployed on mobile devices, Pronto offers 'any time, any place' access to a wide range of police resources including local and national databases – without the need for officers to return to station after an incident, log on to a computer and transcribe handwritten notes.

Pronto also gives access to third-party applications such as the force's Command and Control system and the wide range of ticket suites including antisocial behaviour tickets and COVID tickets. Access to the CHS (Criminal History System) and PNC (Police National Computer) lets officers check information such as warrant, bail conditions, offender records and photos. Intuitive data entry with preconfigured fields and pick-lists saves time and reduces input errors, ensuring greater quality of evidence capture and audit flow to help more efficient management of investigations to be managed.

"One of the main benefits of the Pronto e-notebook for us is being able to take a



**673,274 hours***

Estimated annual time savings

**1,857,618**

Shifts commenced

**2,206,822**

e-notebook entries

**2,396,848**

Person templates completed

**256,814**

Witness statements taken

witness statement” explains Superintendent Martin Gallagher, Business Lead for Police Scotland’s Mobile Working Project. “For instance, if an officer is in hospital taking a statement from a stabbing victim, a detective sitting in Police HQ can see the statement as it’s being taken, so they have an immediate picture of what’s going on. This is indispensable for enabling us to solve crimes speedily. Pronto Manager gives access to all officers’ notebooks to those that need it;

WITH PRONTO, OFFICERS CAN GENERATE CRIME REPORTS, CARRY OUT THEIR OWN CHECKS, FILE VITAL INFORMATION, TAKE STATEMENTS AND MORE WHILE THEY’RE OUT AND ABOUT.

whereas before all that information, unless it was recorded on a crime system, was difficult to find. Now we have an enormous database of additional information that we can access today and any time in the future.”

Police Scotland has effectively operated eight separate legacy IT systems, with crime and direct measures systems for each differing significantly in their functionality and user look-and-feel. With the introduction of Pronto, the mobile system’s front end is now more consistent for all officers. “In IT terms you could say that Pronto is helping bring Police Scotland into being one organisation” notes Superintendent Gallagher. “This unification will also help as we look to share information with organisations outside Police Scotland – for example, with local authorities or wider criminal justice organisations.”

In its first year of deployment, the Mobile Working Project has freed up over 670,000 hours for officers across Police Scotland’s thirteen divisions, allowing them to focus on crime reduction, supporting victims and helping members of the public. Pronto has also driven a significant decrease in calls to Police Scotland’s NDEU (National Database Enquiry Unit) with consequent time savings and productivity gains. Previously, PNC and CHS checks involved officers requesting a call back and having to switch from the local talk group on their radios to the PNC talk group whilst waiting for this call, which could take some time to be returned.

The system also resulted in the officers at a scene being on different talk groups, with the subsequent communication complications in an emergency. With the implementation of Pronto, demand for these call backs has been significantly reduced. This is generating internal efficiency gains as officers can now run their own rapid checks – for example, on suspects before they enter a building to apprehend them.

“This new streamlined way of working with Pronto is a real game-changer for us” summarises Superintendent Gallagher: “Officers are now able to police more efficiently, confidently and proactively which ultimately means we can better serve the public, who also benefit from a greater police presence on the streets. It’s a win-win for the whole community.”



PRONTO HAS TRANSFORMED THE WAY WE WORK. MOTOROLA SOLUTIONS LISTEN TO WHAT WE NEED, AND THEY’RE CONTINUALLY TAILORING THE PRONTO SUITE OF APPLICATIONS AND AUTOMATING PROCESSES TO SUIT OUR COMPLEX NEEDS. THE ROLL-OUT WAS SEAMLESS, DOWNTIME IS ZERO AND THE TECHNOLOGY IS JUST AT THE RIGHT LEVEL OF MATURITY. NO OTHER TECHNOLOGY EVEN COMES CLOSE.

SUPERINTENDENT MARTIN GALLAGHER
BUSINESS LEAD FOR POLICE SCOTLAND’S
MOBILE WORKING PROJECT

*The estimated annual time savings are based on figures post full roll out to all 13 policing divisions.