



WTG's Business Process Platform for Police

▶ “How do we protect and balance critical services with frontline delivery, in a time of constrained funding, when we can't reorganise policing?”

Sir Hugh Orde, President, Association of Chief Police Officers, Response to Policing in the 21st Century¹

Police challenges in 2011

The current political, economic and social environment presents major challenges to organisations across the Public Sector and particularly for the Police:

- ▶ The Critical Spending Review dictates that over the next four years police spending must be cut by 16%
- ▶ The report, Policing in the 21st Century, outlines the most radical reform of policing in fifty years with a shift of power from government back to communities and the “reconnection of police and citizens”
- ▶ The refreshed Management of Police Information report (MOPI) published in 2010 by the NPIA states that every police force should have in place an information management strategy setting out detailed procedures for all types of data

These policies all have a major impact on police systems, staff overhead (cost) and how information is managed.

What does this mean for UK Police Forces?

New government legislation and budget cuts have brought with them:

- ▶ Extensive protocols and procedures leading to increased staff and data requirements
- ▶ Increased costs
- ▶ Reduced efficiency
- ▶ Increased data regulations
- ▶ The need for greater accountability

But these higher levels of bureaucracy are nothing new; the 2009 Reducing Bureaucracy in Policing report argued that if police were to maintain a high level of public service they needed to find ways to remove bureaucracy and process from the system.

“By automating business processes customers have seen major efficiency gains, in some cases up to 60%!”

Richard Shine, Director, WTG

“By automating one firearm licensing process, a single police force is able to make annual savings of over £400,000, decrease the time taken to process the application and improve the citizen's experience.”

Jonathan Woodward, CTO, WTG

Automating business processes

Investment in technology and automation of business processes are recognised by the Police as offering part of the solution and for many forces they are key areas of focus. After all, automation can:

- ▶ Increase the speed of action by moving from traditionally human business processes
- ▶ Make considerable savings in time and money
- ▶ Make it easier to engage with the public
- ▶ Provide greater auditability and consistency across processes and information management
- ▶ Free up frontline police from back office administrative tasks

This has also been recognised by the Government who, on the 20th November 2010, raised the Police Reform and Social Responsibility Bill in the Commons, highlighting areas where technology can assist policing in specific areas:

- ▶ Streamlining business processes
- ▶ Improving collaboration between police forces and criminal justice agencies
- ▶ Making policing more transparent
- ▶ Improving police engagement with citizens

1. The Association of Chief Police Officers response to Policing in the 21st Century; [http://www.acpo.police.uk/asp/policies/Data/HO_Consultation_Response_-_Final_\(3\).pdf](http://www.acpo.police.uk/asp/policies/Data/HO_Consultation_Response_-_Final_(3).pdf)

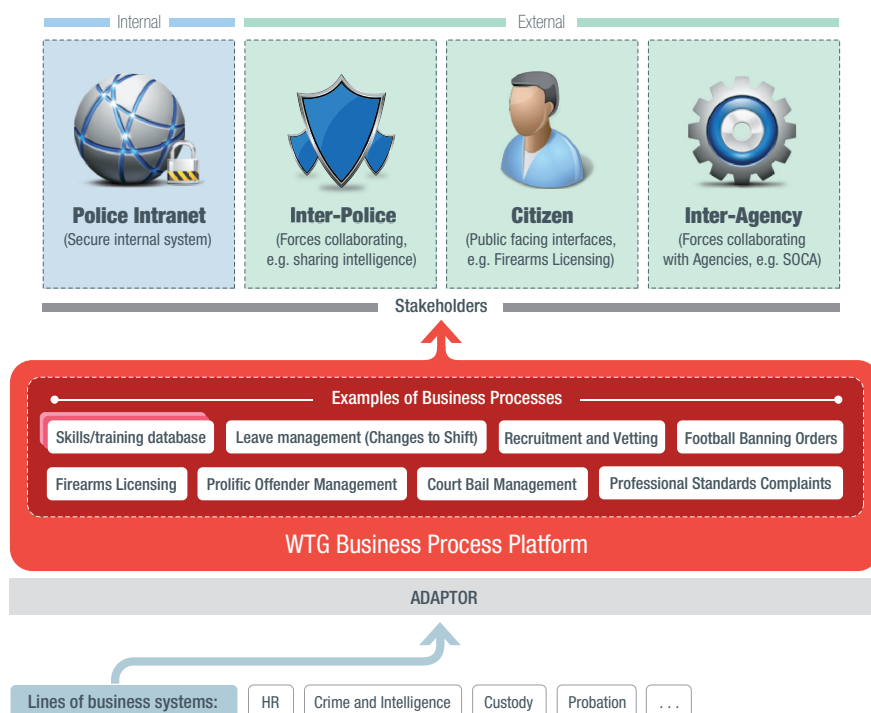
The WTG approach – The Business Process Platform (BPP) for Police

WTG's Business Process Platform for Police provides a flexible and integrated application platform that increases business process automation, speed of delivery and business agility.

Through automation of paper and human based processes and the integration with existing line of business solutions, the platform offers major productivity increases and cost savings.

It enables much faster movement of information from business systems through to the front line allowing police officers to focus on their main objective; working with citizens to prevent crime and disorder.

The platform recognises four key stakeholder groups but is configurable to any structure; individual police forces, multiple police forces working collaboratively, police engaging with citizens and police and external agency collaboration.



The benefits of BPP

The WTG BPP provides:

- ▶ Major cost savings through increased efficiency
- ▶ A cost effective way of implementing new automated business processes for as little as £8,750 per month
- ▶ A single, scalable platform on which multiple business processes can be built and new services delivered, realising further cost savings through economies of scale
- ▶ Effective management of ongoing and future business processes
- ▶ Simplified shared services across regional and national police forces

BPP in action

WTG developed a national online police portal that allows citizens to securely manage options given to them by the courts following driving offences.

By creating a secure online system and automating previously manual, paper based processes the Police are able to improve efficiency and make considerable savings. The new portal has generated revenues of over £12 million a year and seen over 100,000 cases processed so far.

About WTG

WTG is a specialist systems integrator delivering Secure Information Solutions to customers in the Public Sector and specifically the Justice, Security and Intelligence (JSI) market.

For over a decade we have been providing our government, justice and police customers with solutions which automate business process and securely surface and share sensitive data.

We split our solution offering into:

- ▶ Business Process Platform
- ▶ Intelligence Framework

Our solutions:

- ▶ Increase efficiency by automating traditionally manual processes
- ▶ Reduce bureaucracy
- ▶ Deliver major cost savings
- ▶ Facilitate collaborative working practises between different government agencies and departments
- ▶ Deliver richer actionable intelligence at a faster rate



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