

Collaboration and Interoperability

in Contact Management and Control Room Response

The current economic pressure on Public Safety organisations to deliver on-going savings is increasing both the pace and extent of collaboration and multiagency interoperability. Forces have to find new and innovative ways to save money by working jointly with each other, with other public organisations and with the private sector.

Alongside the macro trends of having to provide a better service with at least a 20% reduction in fund and further cuts on the horizon, there are a number of key issues within the UK Control Room environment.

Disparate systems are in operation in many of today's control rooms. In many cases, these have resulted in a high cost of ownership due to the additional complexities and costs of managing multiple platforms and numerous suppliers. The multiple entry of information into different systems resulting in duplication of data is another key control room issue. Not only is this time consuming, swallowing up much more time than is necessary, it can often mean that critical relationships between data sets can be overlooked, potentially putting both officers and the public at risk.

ControlWorks™ is a single platform communications hub that delivers true transformation in the way that Police Forces and their partners can work together to manage demand in public contact and response.

- As a shared platform **ControlWorks™** modules can be used by different departments within an organisation or by different partner organisations to deliver true collaboration.
- Using shared integration points **ControlWorks™** can ensure that all users are working from a single Record of Contact regardless of the means of communication – Voice, text, social media, face to face
- Using shared integration points **ControlWorks™** can provide all users with search results not just from the Record of Contact but from operational support systems locally, regionally and nationally

