



## Reaping the benefits in South Wales

with **ControlWorks®**

South Wales Police were the first police force to deploy **ControlWorks®**, Capita's latest generation integrated Contact and Control Room platform, as part of the Force's Project Fusion to demonstrate its ongoing commitment to make South Wales safer and to build on its ambition to be the best at responding to the needs of its communities.

Ensuring the force can provide its community with an effective and efficient service when they call to report an emergency, or non-emergency by dialling 101, is an absolute priority for South Wales Police and **ControlWorks®** has delivered

some specific benefits to operations:

- A more responsive and personalised customer service
- Streamlined management of all customer contact for both voice and non-voice channels
- Quick and accurate identification of vulnerable and repeat callers
- Creation of initial crime report using the information captured in **ControlWorks®**
- Improved usability for call handlers

A full version of the case study is available on request from our team or from our website.

“ The Introduction of **ControlWorks®** is a major step forward for the force, which will undoubtedly bring significant benefits for the force, but more importantly for the communities we serve. ”



Richard Lewis Assistant Chief Constable

## Leading the Pack on ESN

with **DSX ICCS**



As many of our readers will know Capita's DSX development team have been fully engaged with the central Emergency Services Network (ESN) programme since the end of 2015 and the dedicated team has made great progress.

We are continually breaking new ground in the development using the tools and interfaces provided by the core programme and have been recognised by the Home Office as the first supplier organisation to conduct full end-to-end testing from device to ICCS.

By taking a very collaborative position with our clients, the central team and the other key suppliers in the sector we are providing

a level of technical leadership that ensures the design authorities are fully appraised of the downstream impacts of their decisions.

Our own development continues apace focusing on minimising the impact of any transition on the users and providing a stable platform from which the future exploitation of the ESN can be maximised.

As the only organisation with a truly end-to-end view of the whole transition programme the development team is not working in isolation but continues to liaise closely with our Managed Service colleagues so we can ensure that the wider transition programmes can be executed smoothly.

# Another successful British APCO Exhibition

21-22 March 2017 - International Centre, Telford

As in previous years the Capita stand at the British APCO event, held at the Telford International Centre in March, was one of the focal points for conversations and networking.

With the progress of ESN high on the agenda our team were kept busy talking through the developments that we have made in the Control Room, our product innovation and our 'Device as a Service' offering to support the emergency services and other responder agencies through ESN Transition.

Full interoperability between agencies - using **ControlWorks®** and Vision to mirror police and fire control rooms - was demonstrated using the initial MAIT protocols.

It is safe to say that Capita continues to provide the widest portfolio of solutions to the emergency services sector as illustrated by the integration of public contact apps and portals, two-way responder paging and apps from PageOne and the 999eye video streaming solution which was awarded the inaugural Product Innovation Award.



See our products in action at other events this year:



## Investing in new offices for future growth

Lakeside 3000, Portsmouth



To support our growing team with space and the highest quality working environment the staff and facilities that have been housed in the original Fortek offices in Gosport are moving to the Lakeside 3000 development in Portsmouth at the beginning of April.

These brand new facilities, with enhanced security, will allow us to expand our development and support teams in a modern open plan environment coupled with facilities for client meetings and demonstrations.

As our expansion continues these new facilities will play a key part in enabling the business to grow and attract the highest quality of staff.



## NEWS IN BRIEF

### MAIT Development

The Capita development team continue to be at the heart of the Multi-Agency Incident Transfer (MAIT) development with the design work complete and development of v1.0 well underway.

### Expanding teams

Investment in our products goes hand in hand with investment in our staff and our development and project management teams continue to grow this year to support our expanding client-base. The move in to the new offices (see opposite) will be key to supporting this ongoing growth.

### Client longevity

We have always prided ourselves in the longevity of the relationships with our clients and this has been borne out recently by requests for upgrades and extended support contracts with two forces in the UK who continue to operate on legacy Command & Control platforms whilst they await the development and deployment of new systems.

## In the next issue...

How Derbyshire are exploiting **ControlWorks®** Mobile to enhance operations

Further news on ESN developments

Working with colleagues across Capita to deliver innovation

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