CAPITA

Robust, effective solutions for front-line policing

In 2010, Queensland Police Service (QPS) were seeking a new Command and Control solution to support the following functional areas:

- Improved effectiveness of front line policing
- Improved service delivery to the community
- Reduced administrative burden
- Emergency Response call management
- A scalable, cost effective platform
- Robust disaster recovery and business continuity
- Integration with various transactional telephony and reporting systems
- Service delivery metrics, tracking and reporting
- Integration of mobile data and Automatic Vehicle Location

Capita, in partnership with Fujitsu Australia Ltd, provided its VISION Command and Control system; delivered successfully on time with a high level of compliancy with QPS' requirements. This included the provision of a single virtual VISION system across seven control centres.

Client focus

Queensland is the second-largest and third most populous state in Australia with a population of 4.7m people.

QPS was formed in 1864 and is headquartered in Brisbane.

QPS employs over 15,000 staff including nearly 11,000 operational officers.

The main project objective was to deliver a new solution for QPS to provide reliable and fast access to high quality information that would assist them in front line decision-making. It was crucial that the Local Area Commands would also be equipped with modern communications capabilities, to improve the station and main control communications.

This project expansion allowed Queensland Police to deliver real time support for front-line officers. This was a significant project with the delivery of over 1,000 additional clients across the VISION system and included extending functionality to cover all aspects of Command and Control across the QPS regions.

In 2016 the network will be further enhanced to include VISION clients in all police stations across the state and an interface to the QPS tablet-based mobile solution.

Capita and Fujitsu are proud to have a demonstrable world class track record in delivering Command and Control solutions and services to the Australian Emergency Services, enabled by our:

- Collaborative approach with customers
- Proven methodologies
- Dedication to achieving results for our clients
- Understanding our customers operations

Capita and Fujitsu Australia have developed a strong position within Australia providing VISION to the following customers; New South Wales Police, Queensland Police, Fire and Rescue New South Wales and the ACT Emergency Services Agency (ESA) in Canberra.

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Key transformational benefits

Improved Customer Contact

The VISION system is designed to ensure that all call handlers can respond to every caller in the most appropriate and efficient manner allowing the operator to ascertain full incident details and manage the most appropriate response.

Flexible Client Configuration

The VISION Workstation Client presents information to each operator through a highly configurable multi window format. Operational information displayed in any of the windows will be updated in real time and the screen layouts can be easily and quickly adjusted to suit a change of individual role or underlying operational conditions.

Contact Management System

VISION encompasses an integrated Contact Management solution which allows QPS to build up a relational database of both contact and personnel information. This can be configured to highlight previous history or contact points when informant's details or operational information are input into the system.

Integrated GIS

VISION combines multiple functions within a graphical user interface, providing a consistent look and feel to resource management. Map data and spatial databases are used extensively to monitor and interrogate resource movements.

Scope for collaboration

The opportunity exists for QPS to extend their current system to other state wide public safety agencies.

Gazetteer Search

Speed of access to the right incident and/or caller location is critical. VISION provides real time gazetteer searching using advanced and intuitive search algorithms, in which results are displayed and narrowed as the operator types the search criteria as a single string.

Niche Intelliview

Access to operational intelligence from the Niche system can be seamlessly processed and accessed by VISION. The system uses existing integration technologies developed for and by QPS.

Improved response times

The use of AVL to determine the most appropriate resource to send to a particular incident will assist QPS in meeting their declared response times.

Action Plans

VISION supports comprehensive action plans which allow QPS to define processes and procedures to support the control room with operational activity and site specific operational information.

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