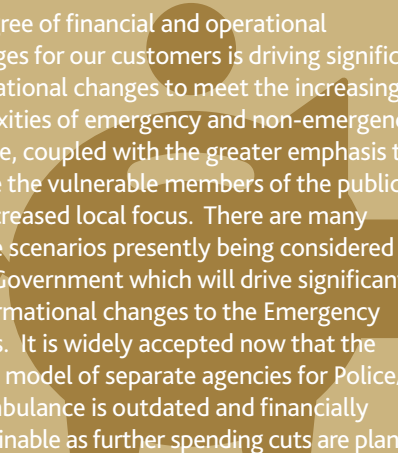


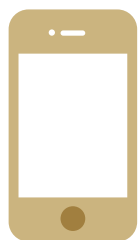
ControlWorks[®] Mobile

Mobilising Contact Management and the Control Room



The degree of financial and operational challenges for our customers is driving significant organisational changes to meet the increasing complexities of emergency and non-emergency response, coupled with the greater emphasis to manage the vulnerable members of the public with increased local focus. There are many possible scenarios presently being considered within Government which will drive significant transformational changes to the Emergency Services. It is widely accepted now that the existing model of separate agencies for Police/Fire/Ambulance is outdated and financially unsustainable as further spending cuts are planned.

Capita has developed the **ControlWorks[®]** suite to provide that single information and communication hub to support voice and non-voice contact with the public and provide the best available information to the right resources to effect the best response to the request for assistance.



To further support flexible deployment, better decision making and multi-agency collaboration Capita have developed the **ControlWorks[®] Mobile** app that can provide personnel in the field with complete access to the integrated Control Room, incident information, messaging and resource management in both offline and online modes delivering operational efficiencies, increased situational awareness, reduced risk to personnel and the public as well as significant savings on voice call time and cost.





Key features

Communication



- Supporting cellular, WiFi and ESN connectivity
- Offline capabilities with automatic reconnection
- Instant messaging with other resources and the Control Room
- Access to the central contacts directory

Incident management



- User receives full incident details including all supporting information and warning markers
- User can create incidents, Records of Contact and initial Crime Reports
- Update incident narrative including attaching images and video

Data management



- Secure, encrypted storage
- Fully auditable
- Search **ControlWorks**® and any connected subsystem
- Online validation of data entry

Resource management



- Book on / Book off and change status remotely
- Supports 'task don't ask' push of incidents, tasks and appointments
- Accept/Reject tasking including automatic alerts
- Visual and audible alerts even if not logged in

Device capabilities



- Windows, Android and iOS support
- Device independent
- Uses native device apps and capabilities such as Sat Nav and camera

Key Benefits



ControlWorks® Mobile delivers:

- COTS solution with a low cost of ownership
- A future proof solution with a modern, secure mobile architecture - supports 3G / Wi-Fi / 4G / LTE as standard
- Key operational and decisional information delivered rapidly to the point of need
- Reduces risk as all involved parties from initial call receipt to resources arriving at scene are fully informed with a single, unified information source
- Remote access to **ControlWorks**® and other connected subsystems reduces voice calls back to Control Rooms as officers can update incidents, book appointments, perform searches etc. remotely
- Significant savings on Airwave voice calls
- Operational efficiencies when tasking to all emergency and non-emergency tasks – information does not need to be relayed using voice and therefore resources can arrive at scene quicker
- Officers spend less time in police stations means more visible policing with the same level of resource = increased public satisfaction
- Increases situational awareness as mobile resources can easily attach photos and videos to an incident
- Facilitates collaboration as other agency resources can be easily provided with the app and passed incident/task/appointment information e.g. local authority, vehicle recovery, Highways Agency etc.

Capita
Methuen Park
Bath Road
Chippenham
Wiltshire
SN14 0TW
United Kingdom

E ccs.info@capita.co.uk

W www.capitacontrolsolutions.co.uk