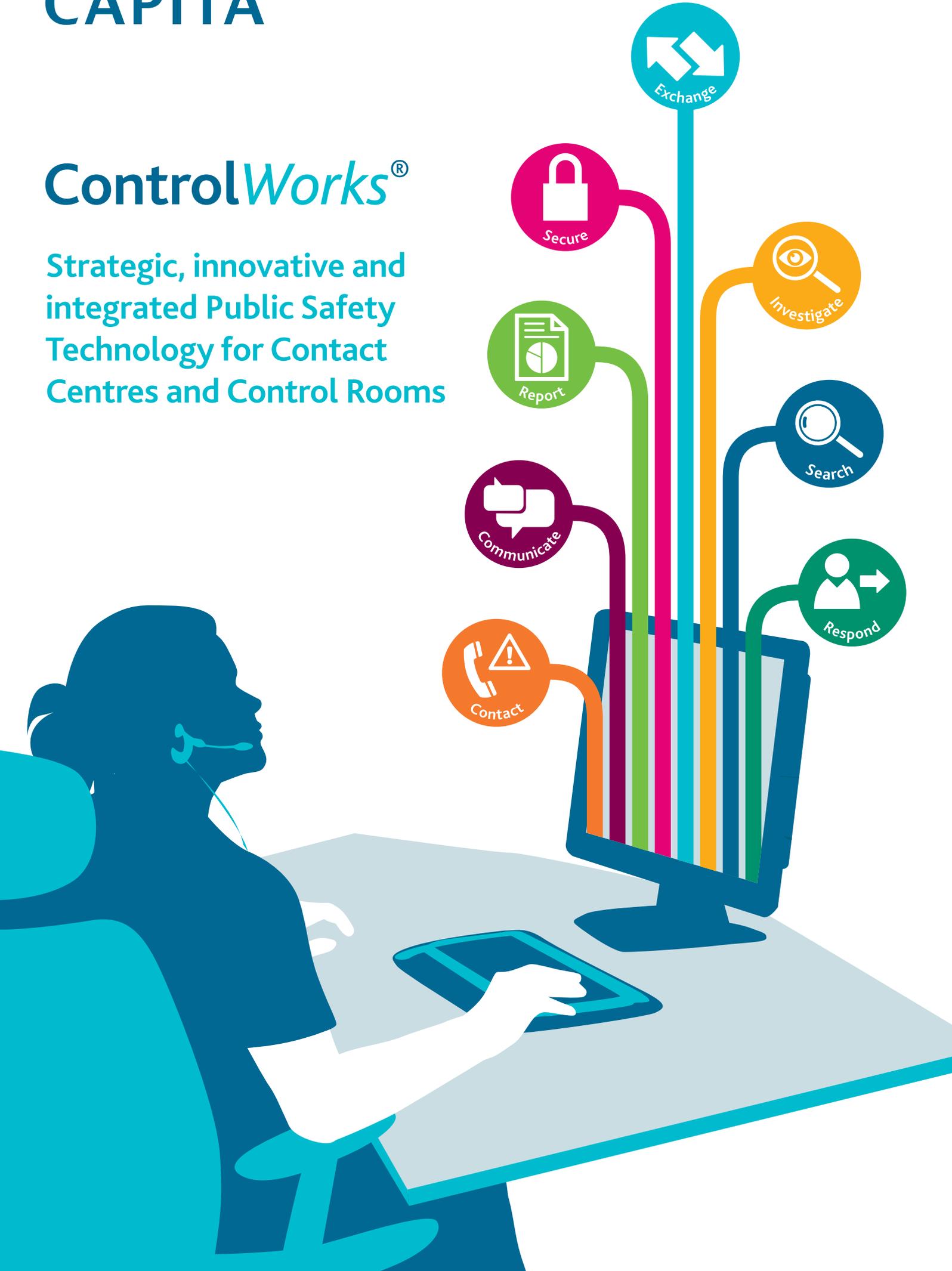


CAPITA

ControlWorks®

Strategic, innovative and integrated Public Safety Technology for Contact Centres and Control Rooms



Breaking demand at the first point of contact

Managing the demand for services effectively is the key to ensuring operational capacity in these times of change.

Effective demand management needs more than just convergence of allied technologies and interfaces between existing systems. It requires a much richer and deeper level of integration coupled with intelligent solutions both within the service and public-facing.

When managed at this level a service will be able to:

- effectively manage all outcomes
- quickly and accurately identify repeat contact
- accurately assess threat, harm and risk
- better utilise resources – right people, right information, right place, right time
- maximise officer and public safety
- use local knowledge to get to know repeat victims and offenders
- work effectively with partners and the public

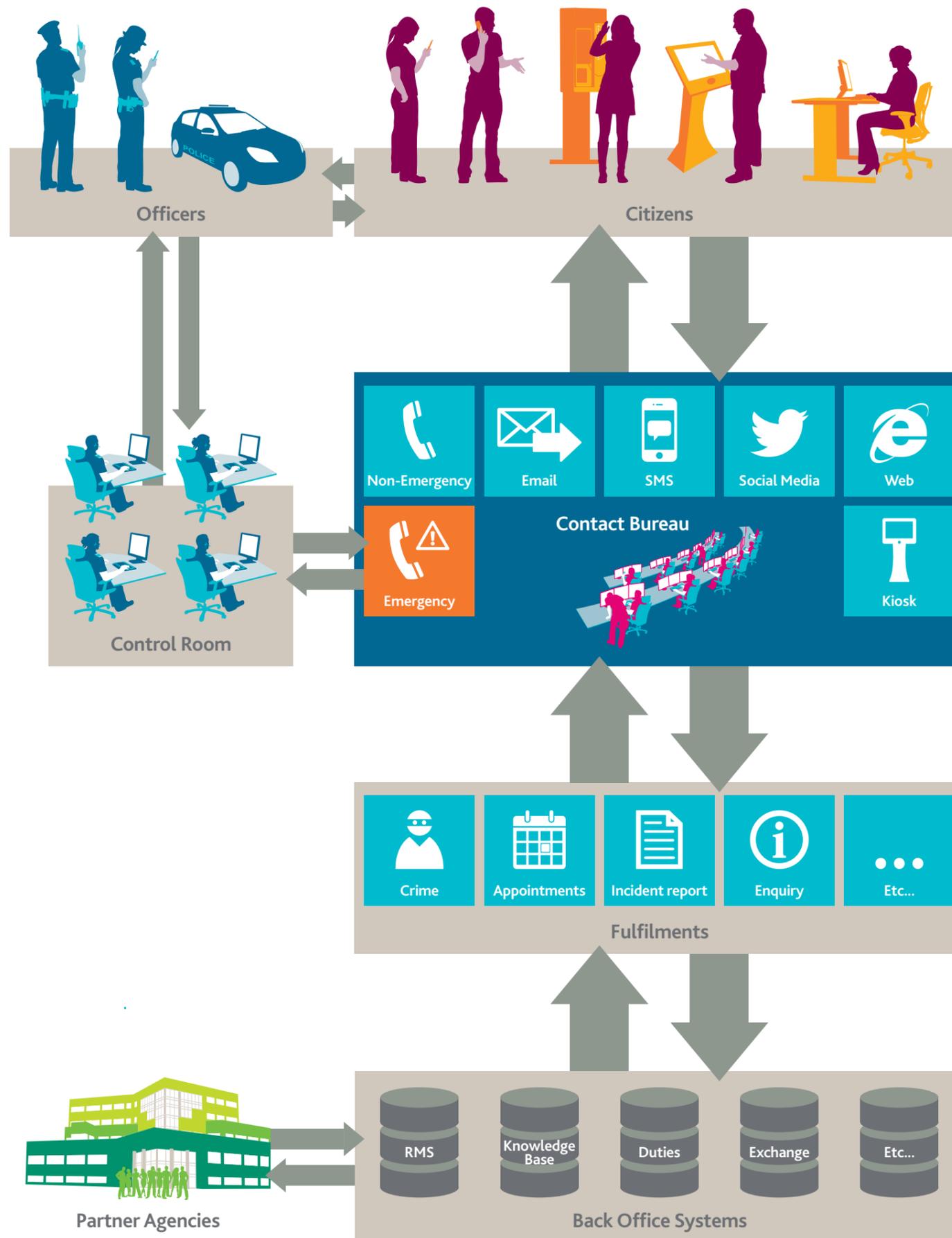
Over the last 5 years Capita have invested significantly in the development of the **ControlWorks®** suite to provide Police forces, and other critical response agencies, with a next generation, integrated platform to manage all aspects of public safety contact management and incident response.

More than just a Command & Control system with integrated radio communications, **ControlWorks®** is designed to manage all contact – voice, non-voice, emergency, non-emergency, public and officer – that a force undertakes.

Built around the central concept of a 'Record of Contact' **ControlWorks®** maintains a single history of all contact made with an individual, through whatever channel, to help identify vulnerable and repeat callers and support the assessment of Threat, Harm and Risk when responding to an incident.

The integration of multiple data sources, both within a force and from external agencies, provides the best available data to aid decision making both in the Contact Centre and to the officer on the ground.

The omni-channel communications capability helps shift non-emergency requirements away from the normal voice channels through the provision of self-service public portals and integration with social media to help the effective management of demand.



Operational Benefits of ControlWorks®

ControlWorks® enables transformation in all aspects of Contact Management and Control Room operations.

ControlWorks® facilitates better outcomes for the public automatically providing detailed caller knowledge and history, ensuring the most appropriate resource arrives as quickly as possible.

ControlWorks® will enable collaboration and interoperability through shared technology and services on a truly geographically independent, flexible and mobile platform.

ControlWorks® provides the public greater access to Police resources with a single solution supporting all 999/101, web, phone and personal communication.

ControlWorks® supports operational efficiency as operators are no longer desk-bound in a fixed location – any connected device can perform any role including all call taking and incident management.

ControlWorks® will enable rich integration facilitating better, faster decision making and response and rich Management Information to enable cost and performance management, workforce management and scaling for spate conditions.

ControlWorks® empowers the Police to understand its customers' needs and deliver better outcomes. It enables Police Forces and partners to be unified, connected and instantly available. One time data capture of incidents, calls and information provides collated and timely information, leading to quicker and more consistent response, better resource allocation, reducing risk to both officers and the public.

- More responsive and personalised customer service supporting resolution at first point of contact
- 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
- Highly resilient and stable solution supporting critical operations

Current ControlWorks® installations



Greater Manchester Police

Greater Manchester Police, the second largest force in England, have chosen **ControlWorks®**, as part of their Integrated Operational Policing transformation programme, to work alongside the Capita DS3000 Integrated Communications Control System (ICCS) and replace a legacy Command and Control system across the force's Contact and Control Room network. Alongside Capita's **PoliceWorks®** Records Management System, **ControlWorks®** will provide a fully integrated platform for all aspects of public contact, operations and investigations.



Derbyshire Constabulary

Derbyshire Constabulary have deployed **ControlWorks®** to support the force's Contact Centre and Control Room operations and have been a long standing client using previous Capita solutions. **ControlWorks®** provides a fully integrated communications, contact and incident management platform and each officer is also provided with access to the system through the **ControlWorks®** Mobile app on their mobile data device. This allows the officer to proactively search, record and update incidents in **ControlWorks®** manage their operational status without having to use their radio voice channels and wait for supporting staff to provide the data.



South Wales Police

The first UK Police force to deploy **ControlWorks®**. The solution is installed in the force's Public Service Centre and is used to provide fully integrated voice and non-voice communications, public contact management and incident response. It is integrated with a range of systems including Records Management, Duties, Gazetteer and the force's mobile working platform.

Highways England

Highways England is a UK Government Agency that manages the major road network across the country with a network of Regional Control Centres. **ControlWorks®** has been deployed across the RCC network to provide resource management and incident response coordination. As part of this activity **ControlWorks®** provides the capability to exchange incident information with the local police forces to support joint operations.

Highways England Service Areas

As a separate project Highways England have also deployed **ControlWorks®** to provide resource management in support of the coordination of service operations across the road network including maintenance and repair operations. These systems are deployed as standalone systems for each service area with the ability to exchange information with the HE Regional Control Centre systems.



British Transport Police

British Transport Police is the largest national police force in the UK and has a responsibility for policing the railway network across the country including underground in the major cities. **ControlWorks®** is deployed at the force's two Regional Control Centres to provide resource management and incident response coordination alongside integrated communications with the DS3000 ICCS with the facility to exchange incident information with territorial police forces and liaison with Train Operating Companies.



Ministry of Defence Police

The Ministry of Defence Police is a national civilian police force responsible for providing armed security to across the Ministry of Defence property and infrastructure in the UK. They are a long-standing user of Capita's command & control platforms and have deployed an upgrade to **ControlWorks®** to further enhance their incident management and response capabilities and to work in closer liaison with Home Office police forces.

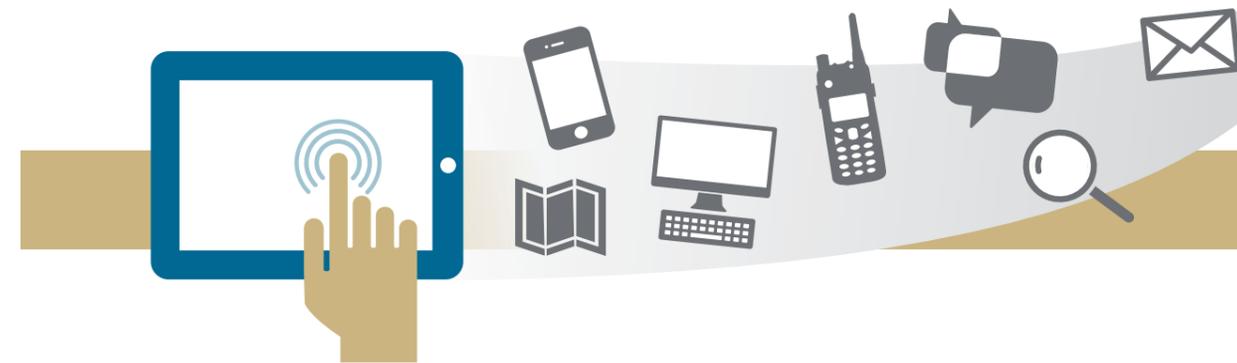
ControlWorks® Mobile

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 (RMS, PNC, etc.)
- 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 is delivered rapidly to the point of need
- Reduced risk as all involved parties from initial call receipt to resources arriving at scene are fully informed with a single, unified information source
- Reduced voice calls back to Control Rooms with increased situational awareness; users can update incidents, book appointments, attach videos, perform searches etc. - all remotely
- Operational efficiencies when tasking to both emergency and non-emergency tasks - information does not need to be relayed using voice - resources can arrive at the scene quicker
- Officers spend less time in police stations, meaning more visible policing with the same level of resource - giving increased public satisfaction
- Collaboration and interoperability with other agencies



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