



## Communication and control solutions

Capita has an immensely strong client base across all the key stakeholders in this programme through its **DSX ICCS**, **VisionDS** and **ControlWorks®** solutions. We believe this puts us in a strong position to support our clients now and into the future.

During the rollout of the Airwave network, Capita **did not miss a single 'Ready for Service' date** for any client despite significant external programme challenges.



The Emergency Service Network (ESN) is being developed to provide a multi-agency, multi-modal communications network which can deliver both voice and data services to support operational needs. A new focus will bring new operating models and Capita's suite of products will provide a range of interfaces and capabilities to meet this changing environment.

Since 2013 Capita has taken steps to prepare for the arrival of the ESN. These included a review and rationalisation of software streams on our existing solutions, allowing a more streamlined, faster and cost effective development in order to provide effective support for the ESN infrastructure.

Capita's objective continues to be focussed on delivering an initial like-for-like capability for all existing and potential customers, and to deliver interoperability between existing and new networks during the transition period to be followed by further phases to help maximise the capabilities of ESN.

## Building an organisation fit for the challenge

To support our objectives Capita continues to take proactive steps to build an organisation fit to support our clients in their transition plans:

- An expanded development team already in place
- An experienced Product Development Manager to lead the team
- Expanded 'Official' level accredited 24/7 service desk
- Project Engineer and Field Service expansion programmes in place with training programmes in line with finalised designs in Q3 2016



As well as building our own business Capita's team are actively working with the Home Office, ESN providers and our clients

- An experienced team in place to work closely with Motorola to coordinate work with national milestones
  - Established capability ready to commence sandbox testing when Motorola provide initial access in Q2 2016
  - Readiness for ESN reference centre testing Q3 2016
- Working closely with our 'lead force' to review ESN interfaces and produce design and implementation documents in Q1 2016 in readiness for finalised interface documentation from Motorola in Q2 2016
  - Transition Concept Document
  - Use Case and System Design
  - Upgrade Implementation Plan
- Working closely with our User Groups to agree and define user functionality

"How can Capita possibly scale to meet their obligations?"

We already have teams in place:

### Project Office

3 Programme Managers



15 Project Managers



3 Project Support Managers



110+ System Engineers



### Nationwide field service support



And we have access to a huge pool of experienced project delivery resource across sibling business areas and the wider Group if necessary.

