



Company Details

Hampshire Constabulary provides a police service to 1.78 million people inhabiting Hampshire and the Isle of Wight in the south of England. In total, it employs some 3,800 police officers and 2,000 police staff. Its operations are governed by a five-year strategic plan for the period 2001-2006, setting out its priorities and how they will be met.

Location

- UK

Industry

- Government

Business challenges

- Free up the time of police officers and police staff so they can focus on the core business of providing a service to the public.
- Implement a comprehensive operational information system to take the place of a large number of standalone applications.
- Integrate the core record management system (RMS) with remaining key applications using an integration solution that offers guaranteed delivery of information.

"By enabling applications to communicate swiftly and seamlessly, eGate Integrator will be playing a vital role in the new operational information system at Hampshire Constabulary."

Philippe Glon-Rudge, Technical Team Leader, Hampshire Constabulary.

Business Challenges

As set out in its strategic plan, Hampshire Constabulary aims to achieve year-on-year improvements in service delivery. One of the ways in which improvements can be brought about is by making operations more efficient, so that police officers and police staff spend less time on routine tasks and can focus instead on the core business of providing a service to the public.

This was the rationale behind Project Oberon, a key information initiative that aimed to achieve end-to-end management of incidents and crimes. Currently, Hampshire Constabulary's information architecture comprises more than 100 different systems, many of which cannot communicate with one another in an automated manner. As a result time was spent on rekeying data and information retrieval. Project Oberon would make a large part of the existing applications redundant by putting in place a comprehensive operational information system, based around a record management system (RMS).

In order for Project Oberon to meet its goals, the new record management system (RMS) needed to be integrated with the remaining core systems, in particular the Command-And-Control system and the central Information Warehouse. Thus an integration solution that offered guaranteed delivery of information was an essential component of the new infrastructure.

Solution overview

Hampshire Constabulary chose to implement Niche Technology's RMS, an advanced police record-keeping system. Niche RMS will take over the functionality of most existing systems with the notable exception of the Altaris Command-And-Control system, which is used to co-ordinate/control the initial stages of an incident. Niche RMS then takes over, managing information about subsequent actions and storing data about people, vehicles, addresses, geographical locations and other subjects of interest.

To integrate Niche RMS with Altaris and the Information Warehouse, Hampshire Constabulary selected SeeBeyond's eGate Integrator. Guaranteed delivery of information and the ability to support a 24x7 operation were among the factors that differentiated SeeBeyond from its competitors. User-friendliness was also important.

"Having used other data integration tools in the past, I was impressed by the ease-of-use and flexibility of eGate Integrator. It's easy to create log files or generate emails to report problems, and because the architecture is Java-based there's a lot of additional functionality available," explained

Philippe Glon-Rudge, Technical Team Leader, Hampshire Constabulary. The required interfaces were developed internally. Now, when an incident is closed within Altaris, the information is automatically transferred using eGate Integrator to Niche RMS or directly to the Microsoft SQL Server Information Warehouse. Information from the RMS is also stored in the Information Warehouse.

To provide more effective internal and external reporting, Hampshire Constabulary implemented the BusinessObjects reporting tool. BusinessObjects is used to query the Information Warehouse and produce reports that draw on the RMS system.

Business benefits

The RMS, in combination with Altaris and the SeeBeyond integration solution, will provide end-to-end management of incidents and crimes, from the initial report through investigation and crime management to custody and the preparation of case files. For the first time, police officers and police staff will have a common view of incidents, people, addresses, locations and vehicles, based on a consistent set of data stored in a central database.

"By enabling applications to communicate swiftly and seamlessly, eGate Integrator will be playing a vital role in the new operational information system at Hampshire Constabulary," commented Glon-Rudge. "Data recorded in Altaris, for example, will be pushed through automatically to the RMS and becomes available within minutes. In addition, because delivery of information is guaranteed, there is no chance that anything will get lost or overlooked."

The need for police officers to spend time re-keying data and searching for information in different systems will be eliminated. Instead, any item of information will need be entered once only, and the system can be searched quickly and effectively against any name, address, vehicle, event or object known to the police.

The community stands to benefit in other ways too. Clearly, the ability to locate information rapidly and effectively will enable police officers and police staff to make more informed decisions. As a result, they will be able to provide a better service to each other, to partner agencies, and to the public, in line with the force's strategic objectives.

Plans for the future

In the longer term, Hampshire Constabulary plans to migrate to SeeBeyond's iCAN Suite. This will reduce development effort and enable internal processes to be streamlined so that further time savings can be made.

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Solution overview

- Implement Niche RMS and replace a large number of existing systems.
- Use SeeBeyond's eGate Integrator to integrate Niche RMS with the Altaris Command-And-Control system and the Microsoft SQL Server Information Warehouse.
- Install BusinessObjects to support internal and external reporting.

Business benefits

- A common view of incidents, people, addresses, locations and vehicles is available to support operational policing.
- Police officers and police staff will potentially no longer have to spend large amounts of time re-keying data and searching for information across different systems.
- Police officers and police staff can make more informed decisions and thus provide a better service.

Technology profile

SeeBeyond components

- eGate Integrator

Integrations

- Altaris
- Niche RMS
- Microsoft SQL Server
- BusinessObjects

Sizing

- 4,000 messages per week

Hardware

- HP ProLiant

OS

- Windows 2000