



Hampshire Constabulary

TOP UK FORCE SELECTS NICHE RMS AFTER WORLDWIDE SEARCH OF INTEGRATED SOLUTION SYSTEMS

Hampshire Constabulary is the UK's second largest non-metropolitan force, with 4,000 sworn officers and 2,000 civilian staff.

HAMPSHIRE CONSTABULARY AND NICHE RMS

Niche RMS supports every major area of operational policing for Hampshire Constabulary. An interface between the force's Command & Control system and RMS feeds all relevant data about incidents into the system when the incident is closed in CAD, populating RMS with CAD information in near real-time and making it accessible to other staff with no need to re-key data. RMS provides the capability to manage incidents throughout their lifecycle, including, where necessary, the electronic preparation of case papers. The workflow tools provide the capability for all supervisors to effectively manage all incidents and to intervene to provide guidance and direction where appropriate. A sophisticated three-dimensional security model based on roles and "need to know" supports intelligence management and information about sensitive inquiries, including child protection matters and professional standards investigations.

THE IMPLEMENTATION PROCESS

Hampshire originally supported operational policing using a variety of IT systems, many of which were stand-alone applications treating areas like Crime, Intelligence, Custody and case file tracking as separate business processes. Hampshire's management decided that the technology needed to be updated, and in June, 2002 a small team initiated a worldwide search of systems that would provide an integrated solution to information management for all core operational policing processes. At the same time, the team began reviewing existing policing processes and organizational structures to eliminate inefficiencies as well as provide better service to the public and front-line officers.

After deciding that a new Records Management System (RMS) was the preferred solution for updating Hampshire's operational policing support, the team's next objective was to identify a robust, proven, scalable RMS that had already been deployed to police agencies with a similar or greater number of sworn officers. Research identified a small number of suppliers who were then invited to participate in a competitive public procurement process. Niche Technology emerged the clear winner. Implementation of Niche RMS began in February, 2003 with business fit analysis, process mapping and project team training. Phased roll-out of the RMS application to staff began in April, 2005 and completed in June, 2006.

BUSINESS BENEFITS

- Hampshire's Niche RMS implementation has already demonstrated efficiency and cash savings that amounts to £25 million in the 2009/2010 financial year.
- The project had a strong focus on re-engineering business processes and organizational structures.
- Business benefits were also key for ensuring ROI in light of the scope and scale of the program – the largest business change project the force had ever undertaken.
- Officers now search just one application to acquire operational information, business processes have been standardized, supervisors can better manage work in progress, and user training and system support have been simplified thanks to legacy applications being made redundant.
- The system also provides operational officers with faster and more-complete information at the point of first response to incidents, also helping to ensure officer safety.

ABOUT NICHE TECHNOLOGY AND NICHE RMS

Niche Technology is a privately owned company incorporated in Canada and the UK, specializing in law enforcement software. Niche Records Management System (Niche RMS) is used by more than 75,000 sworn officers worldwide, and current implementation projects will see that number rise to nearly 100,000. The system is being used to create efficiencies and improve performance across a range of operational policing functions. Niche RMS is currently used by over 50% of Canadian police officers including Canada's federal police agency, the Royal Canadian Mounted Police; 25% of UK police officers, including the Police Service of Northern Ireland; and 20% of Australia's police officers. Seven of the 25 largest police forces in the English-speaking world use Niche RMS. For more information, go to www.nicherms.com.