

Queensland Police Service

AUSTRALIA'S FASTEST GROWING STATE REPLACES 234 SYSTEMS WITH NICHE RMS

Queensland Police Service is one of Australia's largest, with nearly 10,000 sworn officers policing a population of over four million. The state of Queensland presents unique challenges to the delivery of policing, as it covers 25% of Australia's land mass and is the country's fastest-growing state.

QUEENSLAND POLICE SERVICE AND NICHE RMS

Queensland's Niche implementation, called QPRIME, delivers Niche RMS in three phases: Phase 1 – low volume incidents and a state wide intelligence function – rolled out in February 2006; Phase 2 – all high volume incidents including crime – in June 2007; while Phase 3 – custody and electronic case file preparation – will be delivered mid-2008. Phases 1 and 2 were both delivered on time and on budget.

QPS predicts that, in the first full year following the successful delivery of Phase 2, QPRIME will manage over 330,000 crimes, 35,000 incidents of domestic violence, 3,700 sudden-death reports, 29,000 traffic incidents and 145,000 street checks, as well as a wide range of other incident types. QPRIME will also be the foundation for the delivery of mobile data and an enterprise-wide, comprehensive information analysis solution.

THE IMPLEMENTATION PROCESS

In 2000, Queensland Police embarked upon an ambitious program to replace its core operational policing systems with a central recording system for person, location, vehicle and incident information. The service conducted an extensive

international search for a suitable solution, which included assessments of possible providers from across the English-speaking world. In 2004, QPS selected Niche RMS as the foundation for an integrated policing system designed to support all operational policing requirements.

In implementing QPRIME, QPS will replace 234 separate systems with one single application - Niche RMS. Queensland's business case predicted that the reduction in double keying of data into legacy systems created by moving to a single solution for operational policing needs alone would generate time savings equivalent to 900 officer years, or a 10% increase in effective time.

BUSINESS BENEFITS

- Deployment of Niche RMS to the nearly 10,000 sworn members of QPS providing a single master file of operational information across eight policing regions in a state that measures 1,250 miles north to south and 900 miles east to west.
- Establishment of a state-wide intelligence function and a single record of entry for all people, locations, vehicles, property and incidents.
- Over 200 separate systems replaced with one solution once QPRIME is complete.
- Realization of efficiency savings equivalent to 10% of Queensland's sworn officer strength.

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.