

## Devon & Cornwall Constabulary

"Performance throughout the year has been characterised by high availability and reliability in our business critical systems - with KPI's being consistently met".

On flexibility, even the more challenging times have delivered positively. Mike Walton again: "Whilst there have been a number of difficult commercial issues between the force and SunGard in this first year, a willingness to approach these creatively and flexibly has meant that compromises and agreements have been reached".

And finally on "Value for Money":

"The Force views this as having been successfully delivered in the first year of the service. The Force has realised its aspiration of price predictability for this set of services."

**Mike Walton**  
Head of ICT

Devon & Cornwall Constabulary

## Greater Manchester Police

Greater Manchester Police (GMP) have been working in strategic partnership with SunGard Public Sector since 1995. This partnership began with the supply and installation of SunGard's ICCS (the DS1000) and has been successfully supported since including the upgrade to their current version - the DS2000. In 2001, GMP was the first metropolitan force to migrate from our legacy radio system to Airwave. We decided that it would be more beneficial to contract this to a 3rd party to reduce the risks of implementing, what was then, a new and unknown technology that had to continue to support front line officers in their day to day tasks. Following a competitive procurement process, GMP selected SunGard to provide the following;

- TETRA terminal selection and procurement (incl ancillary items)
- TETRA terminal support and managed service
- Independent Airwave consultancy for control room integration - incl SunGard ICCS
- Migration from legacy radio system to Airwave
- SunGard's full time on-site Airwave Managed Service team working in partnership with GMP's Radio Network Services team supporting our users
- On-site support for SunGard's ICCS

Over the last 7 years, the SunGard team has successfully supplied and supported 10,700 handheld terminals, 820 mobile terminals and 170 ICCS terminals. During this time, there have been issues and challenges that have had to be addressed and rectified with minimum impact on our users. SunGard has proactively worked with us to successfully

overcome these problems and in doing so demonstrated its commitment to the ongoing partnership.

There have also been a number of planned and unplanned events where SunGard have supported us and shown their flexible approach to our partnership. These include;

- Commonwealth Games 2002
- Labour Party Conferences
- GMP mutual support to other Forces - eg G8 Conference
- Large scale fire in BT Tunnel 2004
- Special / covert operations

Due to EU procurement rules, GMP recently issued a competitive tender for a new 3 year contract for the Managed Service to commence on 1st April, 2008 with the option to extend a further 4 years - 1 year at a time. After thorough evaluation of all the responses received, GMP awarded the new contract to SunGard for the following reasons;

- Evidence of SunGard's commitment and flexible approach to our partnership
- The application of lessons learnt during our on-going partnership to further improve the service provided to the operational users in GMP
- SunGard's in-house expertise and innovation across all the key areas of the environment delivering additional value to GMP
- Competitive price delivering "more for less"

**Ian Murgatroyd**  
Radio Network Services Manager  
Greater Manchester Police

## Highways Agency

In Spring 2004, Highways Agency Traffic Officers began working alongside police on motorways in the West Midlands. This was the start of an England-wide roll out, with traffic officers being introduced across the whole country by the end of 2006. As a result HA needed to recruit and train Traffic Officers to patrol the network and operate front-office systems similar to those used by the Emergency Services, that would allow Traffic Officers to deal with calls from the public, dispatch resources, maintain firm control as incidents develop and communicate effectively with the traditional emergency services on a national basis. The Highways Agency signed up to the national Airwave TETRA public safety radio service and opted to set up a network of 7 Regional Control Centres across England in order to manage the new on-road teams of Traffic Officers.

Computacenter working with SunGard were selected to supply the RCCs with its integrated emergency service control room technology as the solution that would best meet both operational requirements and meet the very aggressive timescales for roll-out. Ian Chalmers, HA's National RCC Technology Team Leader based in Bristol, England commented "We chose Computacenter working with SunGard's technology as they fully met our requirements and could meet our very demanding schedule with proven commercial off the shelf solutions."

The solution delivered is centred around SunGard's DS2000 Integrated Communication Control System coupled with its Command and Control system and provides around 120 nationally distributed RCC agent positions access to TETRA radio, telephony and incident management resources on a single multi-screen PC platform. This core delivery was supplemented with SunGard's radio Managed Service package providing procurement, configuration, installation and on-going management of mobile and fixed mobile TETRA terminals as well as an Automated Vehicle Location system delivering real time and historical tracking of the Agency's Response vehicle fleet. A 5-year maintenance contract for the support of all of the delivered systems was also awarded to SunGard based on its in-depth understanding of the all of the relevant technologies and nationwide field-service coverage.

The 'one-stop-shop' approach offered by SunGard and adopted by the Highways Agency allowed the core systems to be delivered in under 12 months from contract award to 'go-live', with in-RCC agent training facilities provided in just over 5 months, thus allowing Traffic Officer service roll-out to meet the very demanding timescales for delivery of real benefits to the travelling public as set by central government.

Now over 4 years into the contract, Ian Chalmers recently commented "Since supporting the very aggressive and successful implementation phase, Computacenter working with SunGard have continued to deliver a high quality and flexible service based on an open working partnership with the Agency supported by their understanding of our business. We now have full and positive engagement with our users and SunGard continue to deliver additional value thanks to their flexibility, commitment and expertise in the Public Sector communications marketplace. A recent example earlier this year is the development and implementation of a mobile data pilot that it is envisaged will deliver substantial savings on our existing Tetra voice tariff charges combined with operational efficiencies for both our Traffic Officers and Control Room Operators across our Regional Control Centres.

**Ian Chalmers**  
Team Leader - RCC Technology Team  
Highways Agency

## Sepura

SunGard have been working in partnership with Sepura since their inception 6 years ago and together we have enjoyed some key successes, namely Greater Manchester Police, West Midlands Police, and more recently the national Ambulance Radio Replacement Programme. These 3 projects equates to more than 40,000 terminals. Other significant projects where SunGard and Sepura have worked closely together to achieve a successful result include the UK Highways Agency and a full terminal implementation for the Ministry of Defence. They have supplied more TETRA terminals than any other of our partners and this has forged a very strong relationship at all levels between the two organisations.

Not only do they understand the technology from both the infrastructure and the terminal perspective and the complex integration issues that need to be addressed, but they also understand us as a company and our preferred way of working.

Their key strength is their understanding of their customers business and the many different ways in which the same equipment needs to be used across the public safety arena in varying operational environments. This was clearly evidenced in the development of the Ambulance Gateway which delivered a solution to enhance in-building coverage and was a SunGard initiative developed in partnership with Sepura for which SunGard were awarded an Innovation and Excellence Award earlier this year.

**Andy Gregory**  
UK and Ireland Regional Sales Director  
Sepura plc

## Tayside Police

On behalf of the force, I would like to record my thanks to the SunGard team, led by Jill Leyden, for a first-class professional job. We have enjoyed an effective working relationship throughout the course of the project."

In the UK at large, ICT projects that deliver on quality, time and cost are, unfortunately, still the exception rather than the rule. However, we are delighted to be sitting on the right side of this divide.

**David Johnstone**  
Head of Information Technology  
Tayside Police

## Offender Information Services

Our relationship with SunGard spans five years and during that time we have received consistently high service from a dedicated team who understands our business.

**Andrew Gay**  
Independent Chairman  
OIS

## Age Concern England

"Our relationship with SunGard has been excellent - one of the best experiences I've had with an outsourced provider during my career. They supplied a dedicated manager to work with us internally and to manage our relationship and its contractual obligations which considerably reduced our workload. They also provided valuable strategic consultancy for no extra cost - and they have never once said 'no we can't do this inside the contract'".

**Ruth Rosenthal**  
ICT Manager  
Age Concern England