

Less paperwork, more time on the beat

Effective use of Information and Communication Technology (ICT) enables police officers to spend less time form-filling and more time on the streets, solving more crimes and bringing more offenders to justice.

By implementing a managed service using best practice and proven IT processes, SunGard was able to improve Devon and Cornwall Constabulary's ICT capacity and delivery to achieve a reliable, flexible and predictable service representing value for money.



SUNGARD PUBLIC SECTOR

Client success story

Devon and
Cornwall
Constabulary

More effective, efficient and reliable ICT

Devon and Cornwall Constabulary covers the largest geographical police area in England and has its unique challenges with a seasonal influx of 6.5 million visitors. In 2005 SunGard was tasked with introducing a new managed service that would deliver the greatest benefits to 4,500 users across 130 sites in the shortest possible time.

Using the most widely accepted framework of ICT best practice, Information Technology Infrastructure Library (ITIL), SunGard introduced the new procedures according to a structured plan and in a specific order, enabling working processes to be built up in a consistent manner and provide immediate benefits.

Improved processes

Design workshops were held (to capture best practice) involving ICT staff and police representatives to provide an assessment of the impact of each proposed change before the new procedures were designed, built, tested and released. SunGard ran a communication campaign so that everyone involved fully understood the implications of the change and the benefits it brought, making the implementation smoother.

Benefits

- Improved response time to enquiries and complaints
- Higher productivity due to reduced downtime
- Increased efficiencies have led to significant cost savings
- More effective, efficient and reliable IT services
- Guaranteed cost savings – year on year



“... provides more effective, efficient and reliable IT services to our users, reaching and maintaining a higher level of user satisfaction.”

Paul Lea,
Head of ICT Service Management,
Devon and Cornwall Constabulary



THE QUEEN'S AWARDS
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The supplier of technology-driven effectiveness and efficiency to public sector organisations

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