

# Mobisoft

Corporation

Enterprise Mobile Software



**CASE STUDY / NORTH WALES POLICE**



# Mobisoft corporation arrests issues in North Wales police mobile infrastructure

The need for totally reliable and effective communications technology is never more critical than when it is employed by Police forces, so when The North Wales Police (NWP) wanted significant operational and cost efficiencies, it called upon Mobisoft Corporation to completely reassess its mobile infrastructure.

## Background

The North Wales Police (Heddlu Gogledd Cymru) is a substantial public service force by any standards, serving 675,000 people in urban and rural communities across a 4,200 square mile territory. Its headquarters are in Colwyn Bay, with divisional headquarters in St Asaph, Caernarfon and Wrexham. With 1,600 officers covering such a large area, North Wales Police is always seeking to enhance the policing tools provided to core staff on the ground.

One of the NWP's key initiatives had been the implementation of a substantial BlackBerry user base consisting of 1,800 Police officers and support staff, as part of a key government strategy to streamline police officers activities on-the-ground. The use of Blackberry's provides key functions for on the street encounters, identity verification, checks for address, vehicle checks and receipt of daily briefings - all important parts of daily policing life – but more significantly, freeing up time which could be spent on the street.

Andy Cunnah of the Information Management Group, North Wales Police, said “Having already ‘bought in’ to the clear rewards that a sound mobile strategy brings to the force we needed to find a way of protecting this investment by ensuring the system remains fault free and easy to manage. Having rolled out technology that our front-line officers rely upon, we cannot afford for it to subsequently have problems”

Among the NWP's requirements were visibility and control of mobile management beyond the BES, including support for capacity planning and business continuity in the Exchange environment; and smooth integration with mission critical enterprise applications. Robust troubleshooting and reporting also topped the list, along with tools to empower an outsourced help desk staff to uncover and resolve routine mobile issues before they could impact police operations.

## Substantial increase in ‘on-street’ policing time

Mobisoft Corporation conducted a detailed infrastructure review and recommended Zenprise mobile management to enable the NWP IM Group to supply its users with a reliable mobile environment, providing better access to people and information.



With the system, NWP officers are assured of mobile access to email and calendars while on patrol, eliminating commuting time and fuel costs for hundreds of mobile officers who used to return to the station for routine time management and reporting activities at the end of every shift. Community Beat Managers can now be notified in real-time about a variety of police matters, from a nuisance report in need of immediate attention to a rescheduled appointment with a member of the public, with the result that NWP now devotes additional time on the beat – fighting crime.

## Significant operational benefits from day one

Other less obvious savings resulted from the new infrastructure too. With the ‘visibility’ provided by Zenprise, NWP were initially able to identify as many as 50 unused BES licenses of officers who had subsequently left the force, thus reclaiming the value of existing assets.

Zenprise continuously monitors the entire mobile infrastructure, not only servers and networks but devices and applications. “Exchange is a mission critical system for NWP, along with the organization’s four BES servers and SQL database, so downtime and outages are not an option. Zenprise automatically sends detailed email notifications to the support team in the event a mobile problem is detected. By providing a more holistic view of resources, Zenprise helps us balance device-to-server usage and other performance conditions, which is increasingly important as we prepare to upgrade to BES 5”, says Andy Cunnah, IM Group, North Wales Police.

Unlike monitoring-only solutions, NWP now enjoys root cause analysis and robust problem resolution. The solution also includes an outsourced support team with a Web Console with which to spot and troubleshoot level 1 and 2 issues, leaving the NWP’s IM team free to deal with bigger issues.

## Conclusions

Aled Eynon, Programme Manager All Wales Mobile Information Programme added “We need to provide our officers with a first-class product and Mobisoft Corporation has helped us to achieve this with very little effort. The application of Zenprise provides significant cost saving for support activities as well as useful reporting tools on device usage, coverage and reliability of the service, which you can drill right down to individual user. Live GPS tracking of the device is also a good feature which we plan to use in the future”, says Aled.

Dan Metcalfe, CEO Mobisoft Corporation, says: “We have a number of engagements with police forces who are utilising mobile technologies to aid front-line policing. Zenprise gives true enterprise-class mobile management, which at the same time significantly reduces the inherent costs associated with supporting a mobile environment. A significant advantage is its full end-to-end coverage; so it’s not only proactively looking for issues in the BlackBerry Enterprise Server but also the device, carrier network, SQL, Exchange, Active Directory and so-on. The solution then automatically boils down any impending issues into actionable root causes and provides onscreen step-by-step resolution instructions to fix the issue. This leaves our government and enterprise clients with a first class reliable mobile service”.

### About Mobisoft Corporation

Mobisoft Corporation a leader in Enterprise Mobile Software provide and develop a set of trusted Enterprise Mobile Software solutions, which offer a true ‘Enterprise-Class’ mobile framework ensuring that mobile technologies are used to their full potential while mitigating risk, retaining corporate control and reducing spiraling support costs for our customers.

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