



# PRONTO

Putting digital technology on the front line



# IN POLICE FORCES THROUGHOUT GREAT BRITAIN, PRONTO IS ENABLING COMMUNITIES TO BENEFIT FROM MORE EFFICIENT SERVICES AND GREATER POLICE PRESENCE ON THE STREETS.

With Pronto, forces can save time and enjoy smart mobile working by being able to:

Access, check and update operational databases and records from the front line.

Intuitively pre-configure forms and tickets with auto-population to save time. Benefit from mandatory fields and pick list capability to eliminate errors.

Record and complete information on a device whether in or out of coverage. Immediately synchronise complete forms when back in coverage.

Access third party applications which can be integrated to provide users with even more tools to enable smart mobile working.



## PRONTO IS OVERHAULING BACK OFFICE ACTIVITIES, CHANGING BUSINESS PROCESSES AND IMPROVING OPERATIONS. THE FRONT LINE CAN NOW LOOK TO A SMARTER FUTURE THAT IS ENABLING THEM TO DELIVER DRAMATIC BENEFITS TO THE COMMUNITIES THEY SERVE BY:

- Saving up to £18 million
- Saving an average of up to £42 per electronic witness statement
- Freeing up to 250,000 police hours
- Conducting over 400,000 PNC transactions whilst remaining mobile
- Accessing and updating 80,000 Command and Control records for incidents they were deployed to on a mobile device from the front line. Accessing 53,000 records for incidents that officers and staff were assigned
- Removing ticket inaccuracy completely, which was 63% before Pronto, and reducing ticket issue time from between 7 – 48 days, to all ticket types arriving on the day of issue
- Conducting over 70,000 searches of Command and Control records
- Reporting 40,000 crimes, enabling officers to complete and update crimes directly from the front line into the crime system. This has reduced input staff in the Crime Bureau from 32 to 15
- Completing 20,000 Fixed Penalty Notices (FPN) / Penalty Notice for Disorder (PND) and submitting directly to VPFPO/ Pentip, resulting in Chief Technical Officer (CTO) staff numbers redeployed or reduced, halving the human resource costs
- Increasing time in the community by empowering officers to create, submit and update incident details and logs, digital forms and crime & intelligence reports from the front line. One officer reported two hours a day of saved travel time

Figures quoted above are per year per force.

“ The introduction of mobile technology for officers is a key part of our ‘Public First’ programme. The geography of the area we safeguard is one of our key challenges and making our services as accessible as possible, especially in our more rural communities, is a top priority. It was critical that we worked with a partner who can support off-line working, so officers can remain visible in the community whilst completing all work on a device irrespective of the mobile phone coverage. ”

Chief Constable Simon Prince, Dyfed-Powys Police /Heddlu Dyfed Powys



## THE PRONTO SUITE OF APPLICATIONS INCLUDES A RANGE OF OPTIONS, WHICH CAN BE TAILORED TO THE CUSTOMER'S NEEDS. FORCES WILL BENEFIT FROM:

- System and database searches including PNC, OAS, DVLA, VPFPO/Pentip and CRASH
- Full integration into key local and national police systems such as Crime and Intelligence and Command and Control
- Forms that cover the complete range of different police business processes
- Resource mapping capabilities
- Access to third party applications such as social media
- Access to force intranet
- A solution that is device agnostic giving full flexibility to either make the most of existing technology or to purchase a new device

Officers will not be in stations at computers, they will be out and visible in our communities. Mobile digital policing is a key part of our wider Police and Crime Plan where we are changing the way we work in order to put the public first.

Chief Constable Simon Prince, Dyfed-Powys Police /Heddlu Dyfed Powys

### Hosting services

Airwave operates an IL3 accredited data service centre in Great Britain from which we provide a fully hosted Pronto service to a number of our Pronto customers. Customers can also host these services themselves. There are benefits to both approaches depending on a force's requirements for provision of service, control of components and cost of a solution.

### Future developments

Airwave is constantly developing new functionality to support our customers' future needs. Current developments include mobile mapping and Windows mobile support. Future developments include Mobile HOLMES, Mobile Drink Drive process, Criminal Justice reports and video capture.

The business case for digital mobile policing is based on harnessing the transformational benefits it brings to meet our strategic objective of providing better policing to the public for the same or less budget, in other words, to do more with the resources we've freed up by being more efficient and more productive.

Director of Information Services Paul Whiteley, West Yorkshire Police

