NetMotion Delivers Backbone for Mobile-First Policing Initiative

It started as a modest project to improve connectivity for 50 investigators. But once Leicestershire Police realised everything that NetMotion Mobile Performance Management software could do, they rolled it out to their entire organisation as the backbone for a comprehensive mobility initiative. As police forces throughout the U.K. are challenged to do more with less, NetMotion's software has changed how Leicestershire Police works — for greater efficiency and a multitude of other benefits.

A Suggestion — and a Comprehensive Solution

The Leicestershire Police experience with NetMotion Mobile Performance Management began with a solution to a specific problem for their investigators in the field. "We've got quite a rural area here, and as soon as the signal dropped below 3G, the entire connection would fail," according to Information Systems Analyst Andy White. "We were running Citrix over a different VPN, and it was just not doing what we wanted. We were sending out tablets that had additional aerials attached just to boost the signal enough so that Citrix would stay alive. Citrix itself is quite robust, so the fact that we were having problems gives you an indicator of how bad it was getting."

"We started looking around for a partner who could cope with the drops and the glitches," continues White. "NetMotion came to us via a third party who suggested we use it. So we gave it a go. We went from trialing it over two weeks to going live a month later. That's how big of a difference it made. The retention of the connection was much better, even in worst-case scenarios. Ultimately, we opted to use our applications purely over NetMotion Mobility."

Full Desktop Experience in the Field

"Frankly, we see products every day that promise the earth and don't always deliver," confides White. "NetMotion has. As our confidence has grown in the product, we now rely on it to run the full desktop solution that we run within the office over all sorts of networks: 2G, 3G, 4G, Ethernet, Wi-Fi, ADSL. Everyone has the full flavour of what they can do back at base, with every single thing they could possibly need at their fingertips. We give them the whole Microsoft Office suite. All the core systems are fully usable out in the field, quite literally in the field. Through the back office, they have access to the 999 emergency systems, reporting, and all the Home Office software as well so they can talk to London and do full crime investigations."

INDUSTRY:
Public Safety

OBJECTIVES:
*   Resolve connection problems
*   Equip officers with a full mobile office in the field
*   Execute a comprehensive mobile-first initiative

SOLUTIONS:
*   NetMotion Mobile Performance Management software
*   Panasonic, HP and Lenovo laptops and tablets; Apple iPads
*   Microsoft Office software; complete access to back-office and Home-Office systems

RESULTS:
*   All officers and staff fully mobile-enabled
*   Greater officer presence in the field
*   Improved visibility and better service to the public

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>
> **Andy White** | Information Systems Analyst

From 50 Users to 4,000

"The initial idea was just going to be 50 laptops that our investigators use," explains White. "Now that we've seen how seamlessly it can work, we've mobile-enabled our entire organisation, out in the field, in headquarters, roaming between offices, within offices and home, all on the back of NetMotion software. Within the next six months we'll add another 500 users and at that point we'll be up to 4,000 licenses, and every officer in the force and every user will be issued a laptop or tablet with NetMotion."

Changing the Way Policing Works

"I can't really say enough about how much it's changed the way we do things here," White declares. "It allows our users to be completely agile. We're not tied down to any location anymore, we can be anywhere at any time, at the drop of a hat. You can imagine the impact, in a force that has to be reactive to things occurring."

Work that had to be done at base can now be completed in the field. According to White, "Officers can carry on, go to the next call, and touch everything all up in the car." That means more officers on the beat, in the field working. It has an impact on the public they serve as well. "They can do the work in the residence of the person who's got the complaint," he says. "Doing interviews in a person's house instead of having to bring them in to the station saves getting witnesses out of their comfort zone so they're more comfortable."

Mobile-First Strategy — Built on NetMotion

Thanks to NetMotion software, Leicestershire has adopted an entire mobile-first initiative organisation-wide. "Our entire organisation works from NetMotion, from the police chief down," states White. "The senior officers take their laptops into meetings and have access to everything. From home, they connect wirelessly and they've got the whole solution as well." NetMotion has been extended to all users, both officers and staff. The organisation has also deployed NetMotion to 90 iPads that have full access and are used for taking surveys in the field. "NetMotion covers all sorts of use cases for us," concludes White.

A Solution for Budget Challenges, Too

With police forces throughout the U.K. facing budget challenges, NetMotion has paid off in unexpected ways. Whilst it wasn't necessarily part of the plan, according to White, it gives the organisation flexibility in dealing with the property-focused elements of the One Public Estate programme. "If an officer doesn't need to go to a branch office anymore, why should he?" he asks. "You can save yourselves a lot of money on bricks and mortar and all the various downsides of that."

A One-Man Shop to Manage It All

With public safety riding exclusively on NetMotion software, how does White manage it all? "It's a fantastic product. I get very few calls, and that's the important thing," he states. "I now have 4,000 potential users, six servers that look after it, and the hypervisors behind that."

"I'm responsible for the entire agile fleet. From building the images, to the servers, to support, to project management for the NetMotion piece of it and, account management for the financial side of things. It's a lot more widespread than my title suggests. I'm a one-man shop and I look after the NetMotion product from finance all the way to the end user. It's a nice easy product to work with."

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