

# CAPITA

## Device managed services



All UK police forces are currently facing an unenviable challenge; trying to improve service and public confidence at a time when the threat of terrorism remains high, public scrutiny is at its most intense and a deep recession has led to the inevitable focus on costs. Never before has value for money been so important.

Capita has both the resources and experience to ensure a Force can entrust the onerous day to day logistics of running its critical devices to Capita with confidence. Capita can deliver a service for the future that will generate best value and tangible management and operational benefits for its customers.

Customers of these services include:



Metropolitan Police Service



Greater Manchester Police



West Midlands Police



Devon & Cornwall Constabulary



Ministry of Defence Land & Fleet



Ministry of Defence Police & Guarding Agency



The Highways Agency



Department of Health\*

\* All UK Ambulance Trusts through the Ambulance Radio Programme (ARP)

Flexibility and Partnership are two key elements of Capita's device managed service provision.

Depending on the customer requirements Capita can include any or all of its work packages to tailor a service to suit.

Through the experience gained through being the leading supplier of device managed services for the UK Emergency Services, managing over 100,000 radios and mobile devices nationwide, Capita has developed a range of models to suit different organisations.

From our National Centre of Excellence Capita maintains the experience and technology to manage national contracts, for example the Highways Agency and MoD, and support to teams co-located with our customer colleagues on local deployment.

To support this national focus Capita has deployed Regional Field Service teams. With 24/7 cover and with contracted time to site and restoration of service metrics these teams can undertake a range of tasks including 'break & fix' of hand held or vehicle installed radios or mobile devices.

As part of its drive to provide efficiency savings to its customers Capita can also develop regional shared service models. Based in established locations we can provide groups of UK Police forces, who wish to realise savings by sharing services, the same high level of customer focus and support that would be expected from an on-site team.

Sharing services will deliver interoperability whether supporting local joint operations or larger regional or national requirements such as securing 2012 Olympic locations.

## Service delivery model

Our service delivery model is tailor-made to meet the specific requirements of each of our Customers, which can take the form of either a dedicated on site team, a shared service from one of our regional Service Hubs, or via our national field service teams.

- Each individual contract has specific service levels
- Appropriate back-to-back agreements in place with its third party sub-contractors and suppliers
- Stock of commonly used equipment in secure storage facilities to enable the prompt supply of replacements when necessary
- Customer Service Centre providing a single point of contact 24/7/365, including the critical stage of an early roll out of new mobile devices, which can generate an overwhelming level of demand for assistance from the front line
- Co-ordination of repairs to, and replacement of, faulty radios and other mobile devices, through all stages of the problem lifecycle until satisfactory resolution

## Service Hubs

Some Police Forces currently outsource the management of mobile equipment and related services to third party suppliers, but the majority continue to provide these services in-house maintaining teams of specialist technical resources that are available on a 24\*7 basis.

We believe this arrangement may not be cost effective, and that the requirements of these Forces could be more efficiently met by adopting a shared service approach through regional collaboration with other Forces.

Capita has 2 dedicated Service Hubs in London and Chippenham, with 3 further major operational centres in Exeter, Birmingham and Manchester, from where we deliver managed technology services to our existing Customer base.

These Service Hubs enable Capita to offer Police Forces and other agencies regional shared services with the same high level of customer focus and support that would be expected from a dedicated on-site team, delivering the following immediate benefits:

- Reduced costs
- Cost effective capacity planning/delivery of special events
- Improved resilience and interoperability supporting local, regional or national policing requirements
- Better access to specialist services, currently unaffordable to most Forces
- Improved value derived investments through shared learning and experience



## Device managed services in action

Capita's objective to improve operational efficiency and interoperability and to reduce service costs via shared service platforms is the primary reason why customers are investing in Capita's bespoke service.

Capita has identified a number of service areas, highlighted below, that will allow customers to design a level of service to suit their needs either as an individual customer or in partnership with others.

## Operational support

- **Single Number UK Service Desk**  
Provides and manages end-user services on a 24/7 365(6) basis. Performance monitoring, capacity management, incident reporting and monitoring, management reports and complaint management.
- **Major Incident Management**  
Management, categorisation, tracking and reporting of major incidents. Disaster Recovery planning and execution. Interfacing to partner agencies.
- **Operational Support**  
On-site and remote technical advice and assistance outside the normal day-to-day operations. Planning and delivery of special and pre-planned events and response where required for unplanned incidents.
- **Business Continuity**  
The provision of management and services, staff vetting and a commitment to operational delivery.
- **Receipts and Issues**  
Incident management, progression and closure. Inventory and Configuration management. First line support for mobile devices, radios and ancillaries including battery management.
- **Mobile Data Services**  
Procurement, installation and management of specialist Mobile Data and Location Services.
- **Consultancy Services**  
Provides a range of technology and system based services including RF surveys, Noise Induced Hearing Loss (NIHL) assessment, product assessment and analysis of future developments in radio and infrastructure technology.



24/7 cover



>100,000  
devices  
nationwide



## Maintenance

- **UK Equipment Logistics**  
Service Level critical collection and returns. Storage and Dispatch. Manufacturer returns, receipts and issues. Progress reporting.
- **Change/Configuration Control**  
Management and upgrading of all equipment software in accordance with the releases and instructions provided by the device supplier(s) or by Airwave in the case of radios.
- **Terminal Software Maintenance**  
Testing and validation of manufacturers' software releases.
- **Terminal Equipment Maintenance**  
Repair and maintenance of equipment in agreed timescales.
- **Configuration, Asset & Inventory Management**  
Provides configuration and inventory management including RFID tagging, asset audits, interface configuration and the management of Fleetmap and Codeplug and the provision of a dedicated Asset Liaison Manager. This means that a Force will always know where a secure asset is.

## Installation and service

- **Installation of Fixed Mobile Radios or in-vehicle computers**
- **Standard, Specialist and Covert Vehicle Installations**  
Installation, commissioning and testing of mobile installations to the best commercial standard and in accordance with the manufacture's requirements, the requirements of the Home Office VIDG Guide Notes and in conjunction with the NAPFM code of practice or other agreed guidelines.
- **Changes, moves and disposal**  
Relocation of existing mobile devices, radio equipment, remote programming, disposal of redundant equipment.
- **Bespoke Antenna Maintenance**  
Provision of antenna maintenance services and ad-hoc installations.
- **Mobile Technician**  
Provision of full install/de-install service for in-vehicle devices or radios. Fault analysis and repair.

## Management

- **Contract and Relationship Management**  
Including a graded escalation process, designated maintenance cover times, statistics and reports. Dedicated service delivery manager and reporting process. Management of incident desk, support services and service development. Provision of specialist technical and consultant resources. Provision and handling of complaints procedures and support to reporting requests from end-users and FoIA.
- **Orders and Service requests**  
Provision of standard catalogue-based products and services including product and service assessment, bespoke quotations and proposals. Supply chain management. Procurement services.
- **Financial Management and Billing**  
Budget and resource planning including enhanced Call Data Record (CDR) analysis, administration of third parties, e-billing services, warranty management and commercial support.
- **Investigation Services**  
Terminal user identification, usage and traffic analysis.
- **Security Management**  
Management and adherence to standards and operational procedures. Monitoring alerts. Configuration changes and maintenance of audit trail. Provision of general security requirements around personnel, computer and system administration.
- **Continuous Service Improvement**  
Service development and innovation, strategic relationships and technology awareness. Business case development and customer representation.
- **Training**  
Needs analysis, course development and delivery.
- **Quality Management**  
ISO20000-1 accredited services. Quality reviews and audits. Subcontractor management. Process design and transformation.
- **Project Management**  
PRINCE2 methodology. Transition and transformation. Project evaluation and support to third party projects.
- **TUPE**  
HR specialists to ensure seamless staff transition, resource planning and on-going support.

## Experience and knowledge

Capita has an unrivalled knowledge of the use of devices from a user perspective. The knowledge has been gained by the provision of managed services and the design, delivery and maintenance of the DS2000 ICCS product from the very early days of the UK Airwave network deployment. However, Capita's knowledge of the TETRA environment does not stop at the user perspective. Within the UK infrastructure there are a number of data gateways which Capita has designed, delivered and is maintaining on behalf of Airwave Solutions Limited.

Capita has been delivering device managed services for a number of years. These services are typically delivered against a contractual Service Level Agreement based on availability.

Product and service innovation is a key component of Capita's Managed Services portfolio, ensuring a client has access to the latest technologies and business processes to increase the cost effectiveness and efficiency of the managed service.

Capita's TETRA and mobile communications expertise includes:

- **The supply and installation of overt and covert radio terminals as a fully managed service.**
- **Commercial relationships with all leading suppliers of radio and mobile communication technology.**
- **The supply and support of control room equipment, including Capita's market leading DS2000 Integrated Communications Control System (ICCS). The DS2000 integrates a desk based operator's access to radio (including TETRA and legacy systems) and telephony voice communications through an intuitive touch screen interface.**
- **Integration of the Airwave Short Data Service (SDS) messaging with control room I.T. systems (including GPS based automatic vehicle and personnel location data).**
- **The design and supply of specialised elements of network infrastructure mobile data gateway for Airwave Solutions Limited. These form part of the service delivery to its customers.**

### Capita case study

#### Greater Manchester Police

Greater Manchester Police (GMP) have been working in strategic partnership with Capita since 1995. In 2001, GMP was the first metropolitan force to migrate from a legacy radio system to Airwave and selected Capita to provide the following:

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

During the course of the contract the Capita team has successfully supplied and supported 10,700 handheld terminals, 820 mobile terminals and 170 ICCS terminals to GMP.



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