

# SUCCESS STORY



## Improving accessibility of critical evidence, whilst increasing the efficiency of its use

The large UK Force recognised the need to modernise the recording of its investigative interviewing and negate the costs and risk associated with using outdated, unreliable analogue methods.

### Key points

- Reduced costs by removing the need to manage, catalogue and store physical media
- Secure on-line access to allow rapid sharing of the interview from multiple locations
- Best practice approach to secure compliance with criminal legislation and security accreditation
- Managed service minimising integration risk and reducing impact on ICT department
- Framework that can be used by all UK forces

### The Challenge

Most UK police forces have used analogue cassette and VHS media to record interview evidence. To overcome the issue of obsolescence, the large UK Force were not looking to replace one form of media with another, but wanting to move to a networked media free environment to improve accessibility and efficiency.

They also sought a partner with experience of delivering similar integration programmes in UK policing, to ensure compliance with legislation e.g. the Police and Criminal Evidence Act, the Security Policy Framework, Management of Police Information, and Achieving Best Evidence guidelines.

They also wanted to reduce the impact of such a large force wide programme on their ICT team, so they opted for a Managed Service approach to delivering the Digital Interview Recording service. The resulting framework is also available to all UK forces.

### Our solution

The Sopra Steria proposal builds upon the easy to use Indico Systems' Digital Interview Recording (DIR) software based solution, which has been tried and test in the police environment.

Working alongside its partners, Sopra Steria managed the integration, training and support which ensured a successful transition, providing:

- A resilient, reliable architecture with a secondary disaster recovery datacentre
- Low cost data storage solution providing optimum retrieval and cataloguing performance
- A secure, traceable and easily authenticated third party access and sharing solution
- 24/7 remotely managed, monitoring and diagnostic support service providing uninterrupted service

The solution drew on Sopra Steria's integration expertise, delivering resilient, scalable and secure infrastructures into existing ICT environments for other police forces, the MOD and a variety of UK Government bodies.

## How we worked together

To ensure continuity in delivering the project, Sopra Steria chose key members of the bid team that had led the proposal to head their expert delivery and support operations. This included Sopra Steria's CLAS security consultants and was led by a Project Manager with experience of integrating ICT and DIR infrastructures within a police environment.

The Sopra Steria team worked closely with the Force to understand its existing practices and custody systems surrounding the capture of interview data. Key staff were trained to use the DIR facility and further training, support and management continues to be provided.

The solution delivery comprised three primary phases designed to ensure a seamless transition:

- **Proof of Capability:** working with the Force's staff to test and develop a working solution which matched the usability and security requirements - this stringent testing stage covered recording interviews to publishing, storage and accessing stored content
- **Pilot:** the DIR infrastructure was introduced to the Force's datacentre and several interview rooms were configured to support the new process
- **Live rollout:** all of the interview rooms were converted to the fully functioning DIR software

Having successfully delivered an IL3 accredited solution Sopra Steria continues to provide fully managed support and 24 hours a day remote monitoring.

## Results and benefits

The Force now uses state-of-the-art Digital Interview Recording software to protect the integrity of its evidence and manage secure storage and distribution of both audio and video interviews.

Sopra Steria's DIR solution has provided significant efficiency and cost savings whilst increasing the security of its recorded evidence and improving accessibility:

- Removing the cost of storing physical media
- Negating the need to wait for tapes to be delivered from off-site storage centres
- Protecting the lifetime integrity of evidence from physical degradation of hardcopy media
- Enabling reliable, secure and user friendly access for both police and third party requirements

The managed service approach has provided the Force with access to a range of specialist security and integration skills that were required to ensure the successful delivery of the programme and has enabled the ICT team to balance demands placed on it by other Force initiatives.



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