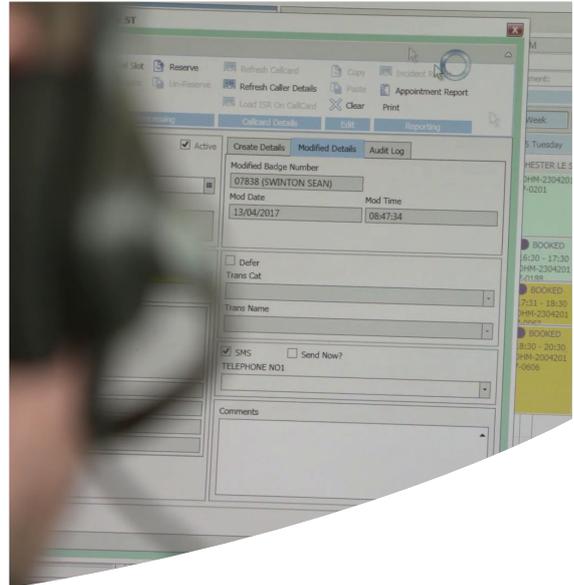


SUCCESS STORY

DURHAM CONSTABULARY SmartSTORM



Durham Constabulary is taking advantage of SmartSTORM to provide them with an even more effective Contact Management environment.

With innovation at its heart SmartSTORM offers new functionality which is enabling Forces to provide:

- Enhanced response to the public
- Improved information access and decision making
- Better demand management

The force, a long standing STORM Command and Control user, has worked collaboratively with Sopra Steria to implement the latest version of the product. So what are Durham Constabulary finding different about SmartSTORM?

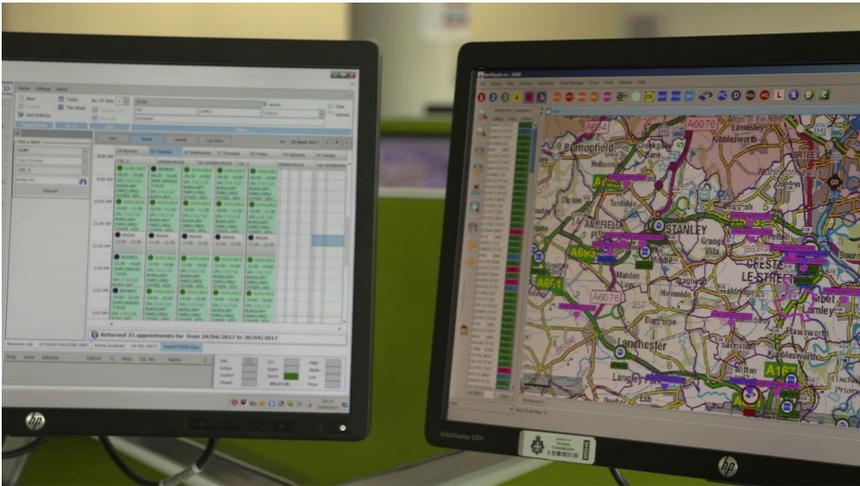
Enhanced response to the public

Sean Swinton, Contact Handler and Dispatcher is impressed with the new fresher look and the ability to customise and set-up SmartSTORM exactly how you want to use it. *"It just gives a better impression to the customer. When they are ringing up, we don't want to keep people on the line unnecessarily for lengths of time. We need to get their information, as quickly as possible and the software just allows us go through each step, put the details in, of who the caller is, moving on to the next section, type of incident and so on."*

Durham Constabulary receives 34,000 calls into their Control Room every month and about 6000 of those are 999 calls.

Multi-functionality - improved information access and decision making

SmartSTORM allows Durham's Control Room staff to have a number of call cards open at the same time. Sean describes the benefit of this, *"As a dispatcher, when you've got twenty-thirty live incidents that tie together, and as a call handler it also comes in when you're taking a report of a crime, while they are reciting what is happening, you can bring up those past incidents and you can have two or three previously closed incidents in front of you while are putting the new incident on and you can get that information from previous jobs."*



SmartSTORM and SmartDiary - better demand management

Catherine James, Head of Force Control Room, believes the diary module is very effective for enabling the force to manage demand. *"Calls that don't need an immediate response go across to a diary appointment system and we agree a time with the caller and we will attend based upon their availability and ours. We're running 27 diaries, for example Response Policing and Neighbourhood Policing Teams, and it just gives us another element of how we can manage demand."*

Transitioning to SmartSTORM

Durham Constabulary have worked collaboratively with Sopra Steria to implement the new SmartSTORM software. Both organisations have committed to a joint, closely integrated team to ensure a successful outcome for the project. *"We've had really good support from Sopra Steria in allowing us to have SmartSTORM do what we want, in the way that we want it. Yes, I would recommend it to other forces."* Catherine James, Head of Force Control Room Durham Constabulary.

SmartSTORM is Sopra Steria's up-to-date Control Room solution, providing a fresh, new user interface in a modern technical environment. Extended capability with enhanced flexibility and performance give operators the ability to work the way that suits them best with a screen layout configured to ensure maximum productivity.



Sopra Steria, European leader in digital transformation, provides one of the most comprehensive portfolios of end to end service offerings in the market: Consulting, Systems Integration, Software Development and Business Process Services. Sopra Steria is trusted by leading private and public organisations to deliver successful transformation programmes that address their most complex and critical business challenges.

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