
CASE STUDY

CDS delivers the
digital policing
exemplar for the UK
**Metropolitan
Police Service**



**METROPOLITAN
POLICE**

requirements

CDS go live with The Mets new web platform, a range of online services and direct two-way digital communications with the public.

Following a beta test that began in October 2016, the new Metropolitan Police Service (MPS) public engagement platform for communications, online services including crime reporting and local neighbourhood policing went live here: <http://www.met.police.uk/>

The beta version had already helped the Met achieve key goals, including offering more choices to customers in how they can interact with the MPS.

It represents a huge shift in working practices, relationships and the business model. It is truly delivering digital transformation: a public service that people prefer to use, that is faster and more effective in achieving necessary outcomes.

The website and applications launched by the MPS support the world's leading police service, covering an area of 620 square miles and a population of 7.2 million.

It is London's, if not the world's, largest operational police station. It is this fundamental shift from the service being a 'website' to being an interactive engagement tool to capture, process and complete crime reporting and engagement services.



solutions

This is the beginning of a fundamental digital transformation for the Metropolitan Police Service.

The aims delivered in partnership between the MPS, CDS and Globant include providing the digital capability to allow the public in London to:

- Report crime
- View local statistics and crime prevention advice
- Complete transactions (such as licence applications, apply for National Safety Awareness courses, feedback to the MPS).

And to deliver a fully accessible service that is:

- Mobile and desktop compatible
- Is truly usable from a web standards and disability/ accessibility perspective

- Presented and authored in the language of a member of the public rather than as a member of the law enforcement community.

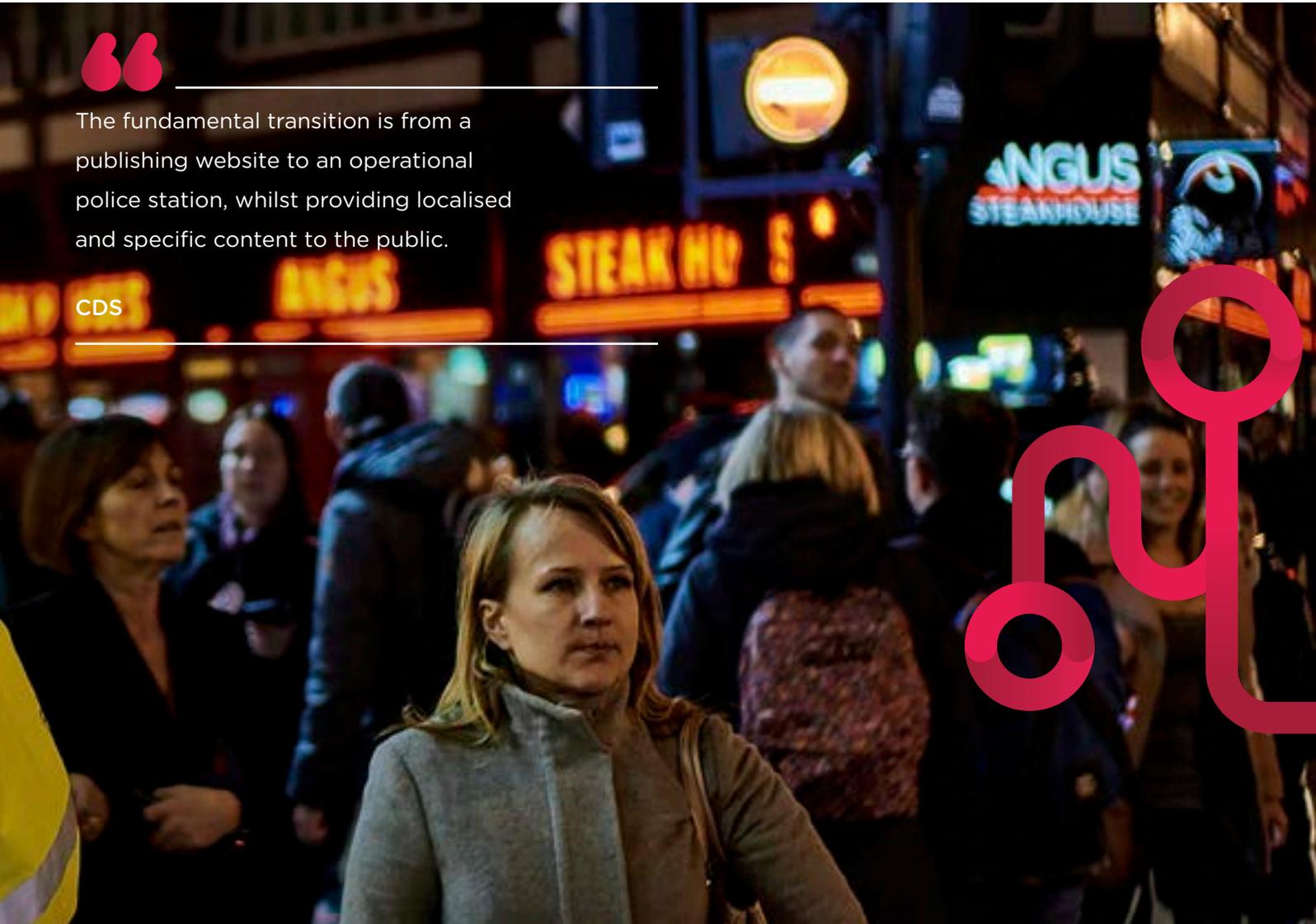
As well as being a future central component in an omnichannel service model inclusive of:

- Online 'live chat' integration with call centre operations
- Social 101 via twitter
- Secure services via login to support a personalised 'MyMet' service.



The fundamental transition is from a publishing website to an operational police station, whilst providing localised and specific content to the public.

CDS



CDS delivered the project through a collaborative, Agile process using multi-functional teams including analysts, frontend and backend developers, functional and performance testers and project support staff.

CDS worked closely with the Met's other partners and suppliers, to develop an end-to-end design and delivery process providing fluid and rapid delivery, whilst ensuring control and quality were paramount.

The MPS' public engagement and service design team (Globant) worked together, with CDS, within the same sprint cycles ensuring close cooperation and a fast feedback loop between development and end-customer testing.

CDS developed and implemented the technical solution based on Episerver, a market leading Content Management System (CMS). CMS functionality was utilised, whilst developing additional components through the open API.

The core transactional aspect of the solution is a bespoke forms engine, which is the backbone of the public engagement function. The solution enables the public to interact with the MPS on various aspects such as Crime Reporting and Licence Applications.

There are many different types of crime and each question directs people, through logical branching, down a specific route, whether to act or await a response from the appropriate person in the MPS who is alerted by the system.

Along with the public engagement features the solution delivers localised content related to Safer Neighbourhood Team (SNT) areas. This provides a community level service whereby the public are informed about the most prevalent crime trends and offered information about how to prevent and avoid being a victim of those crime types, specific to each SNT area.

The solution is delivered through a secure Cloud based hosting environment designed and built by CDS in conjunction with UKCloud.

As part of the overarching service provision CDS run a 24/7 managed support service through an ITIL process driven Service Delivery team.

For further information about CDS products and services

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