



## Lancashire Police Authority finds new ways to collaborate using Polycom® solution

### Government

#### Daily use

- Daily and weekly divisional briefings
- Inter-divisional financial and managerial meetings
- Internal one-to-one collaboration
- Urgent, ad hoc collaborations

#### Solution

- Polycom® HDX® 7000 room telepresence systems
- Polycom® RMX® 2000 real time media conference platform
- Polycom® Converged Management Application (CMA™)4000

#### Results and benefits

- Rapid user uptake
- Substantial reduction in travel time and costs
- Enhanced collaboration for information-sharing
- Increased efficiency for briefings
- Rapid return on investment

#### Partner

- Saville AV  
[www.saville.co.uk](http://www.saville.co.uk)

The Lancashire Police Authority (LPA) in the north west of England covers an expansive area of 1121 square miles. Driving from remote police stations to the regional headquarters in Preston typically involved journeys lasting several hours each way. Every week, senior inspectors were required to embark on this journey for meetings and briefings which typically lasted only an hour or two – less time than it took many inspectors to simply reach Preston.

With approximately 3550 officers based across thirty-six full time police stations and one hundred smaller posts and village stations, this travel schedule amounted to a huge expenditure in time and money for the Authority.

#### **An urgent need to save time and money**

In 2009, the LPA decided to seek a solution to save time and money and increase the efficiency of these face-to-face collaborations.

“The problem was initially highlighted in our Northern Division where the roads are typically twisting country lanes that add hours to the journey times,” explained Henry Stott, Senior Systems Engineer, ICT Dept. “With this scenario replicated throughout our other divisions, we decided to review the situation and see what could be done.”

An existing Polycom VSX® 7000 video conferencing system in place at the Preston headquarters provided a glimpse into efficiency gains possible using video. This dual-screen room system enabled headquarters personnel to regularly collaborate with colleagues in other forces around the country, over the national police network.

#### **Exploring the Polycom solution**

As a result, Stott and his team engaged colleagues at other police forces to learn what role video played in meeting their travel and communication requirements. The response from several police forces was positive, so Stott defined and put the LPA video conferencing requirements out to tender. After an extensive evaluation process, they chose the Polycom solution presented by reseller Saville Audio Visual.

“Saville AV had the best understanding of our requirements and offered a solution that looked like the best option for the Authority,” Stott added.

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A key elements in Saville AV's proposal included the Polycom HDX Series, a flexible telepresence system that delivers high definition voice, video and content sharing, and leverages the power of the H.264 High Profile video compression to reduce bandwidth requirements by up to 50%, compared to competitive systems.

In August and September 2009, a total of nine Polycom® HDX 7000™ Room Telepresence systems were deployed between Preston, the northern division headquarters in Lancaster, and the six divisional headquarters.

### **Leveraging the investment**

Also included in the deployment were the Polycom CMA™ 4000 (Converged Management Application™), Polycom CMA Desktop video software clients, and the Polycom RMX™ 2000 conference platform. The Polycom CMA 4000 provides LPA with centralized conference scheduling, gate keeping, monitoring, provisioning, directory services and presence awareness, enabling them to fully-manage software and hardware video endpoints across their network. The Polycom RMX multipoint conferencing platform provides scalable on demand collaboration services and allows LPA to fully leverage their Polycom investment.

“We use the Polycom systems for a number of occasions, including regular weekly meetings and briefings by our senior management and officers,” Stott said. “We have set up virtual conference rooms for each division, so individual users can dial into a meeting on an ad hoc basis, thanks to the Polycom RMX capability.”

### **Regular use delivers ROI**

Briefings are a regular requirement for every police force and Lancashire is no exception. The latest crime figures have to be a discussed, policing initiatives formulated and agreed to and the responses co-ordinated across the region. The Polycom CMA Desktop allow LPA to extend video communication to individual users who may need to collaborate from outside the weekly briefings in follow-up, one-to-one meetings from their desktop PCs.

“Since the Polycom solution has been operational, the Authority has substantially reduced its travel costs throughout the divisions,” Stott confirmed. “Not only travel costs, but as importantly, travel time has been dramatically reduced as well. Senior management and officers now have more time to focus on important financial, management and policing issues.”

### **Future plans**

So successful is the Polycom solution that Stott and his colleagues have had requests for three further Polycom HDX 7000 systems in sub-divisional locations.

The LPA will also increase its usage of the Polycom HDX systems to include urgent, ad hoc briefings for such occasions as local football games that need additional and specific levels of co-ordination and policing. The Polycom CMA Desktop licences will also continue to roll out at police station level for desktop use.

“The Polycom video conferencing equipment has lived up to every expectation,” Stott concluded. “We have not only cut travel costs, saved a great deal of valuable executive time, and raised efficiency and productivity within the Authority, but also gone a long way to substantially reducing our carbon emissions. You could say that the Polycom systems ticks all the right boxes for us and we look forward to a productive and rewarding future with the system.”

### **Learn more.**

To find out how Polycom solutions can help your organization, visit us at [www.polycom.co.uk](http://www.polycom.co.uk) or speak with a Polycom Account Representative.

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