



Industry

Government

Daily Use

- Staff meetings – daily briefings
- Inter-division meetings
- Training
- Internal collaboration
- Distance education

Solution

- An effective solution of videoconferencing solutions to facilitate exchange between Police stations and expedite information sharing and training.

Results and Benefits

- Enhanced collaboration
- Effective information sharing
- Time and cost savings
- Rapid user adoption

West Yorkshire Police saves time and resources by leveraging video conferencing as a strategic tool and asset

As the fourth largest police force in England and Wales, West Yorkshire Police has nearly 6,000 officers spread over eight regional divisions, and serves approximately 2.1 million people. The headquarters is located in Wakefield, along with an international training facility comprising a 170-seat lecture theatre and 19 classrooms supported by trainers and administrators.

With a critical need to communicate effectively between divisions and deliver training at over 50 police stations, the IT Project Manager was directed to review the force's communication plan, with a focus on leveraging video conferencing as a strategic tool and asset. The Force went out to full European tender.

Dedicated to maximising using of time and resources

Ways in which video conferencing tools would be beneficial to the Force were many. The normal scenario was for officers from the various police stations to attend regular meetings and briefings at their divisional headquarters. These involved considerable personnel movement and man-hours between police stations and the division's headquarters. Another example, in response to an increase of burglaries in the region, senior officers would travel to divisional headquarters for an intelligence briefing, then return to their stations and brief their shift staff the following day. Similarly, training often involved extensive travel by trainers to divisional locations throughout the region simply to deliver a 30 minute lecture or training slot, before they returned to Wakefield. Neither time nor cost-effective, these visits involved at least half a day of the training officer's time. The IT team recognised video conferencing to be an efficient alternative to all these.

The Polycom solution

The IT team found the Hampshire-based video conferencing specialists First Connections to be most appropriate for delivering a solution to meet their needs. First Connections Limited is a Polycom Gold Partner and helps enterprises save time and money by optimising their communications environment with integrated conferencing solutions. After West Yorkshire's team and First Connections reviewed the market of video conferencing options and experienced demonstrations from a variety of vendors, the decision was made to deploy a completely integrated Polycom solution comprising 52 Polycom® HDX® 7000 telepresence systems, a Polycom RSS™ 4000 Recording and Streaming Server, a Polycom RMX® 2000 real time media conference platform, and a Polycom Converged Management Application™ (CMA™) 5000 server.

"The idea was to meet all the remote communication, collaboration and training requirements in one big bang," explained Simon Murphy, Sales Director at First Connections. "We targeted getting the Polycom HDX systems into the headquarters office and training facility as well as into every police station throughout the county. We wanted the entire organisation not only to have the ability to hold meetings and briefings using

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video conferencing, but also to be able to share information such as files, photos and spreadsheets.”

The deployment

First Connections began the deployment in August 2009 and began testing and training a month later. The Force also chose to have Polycom People+Content™, allowing users to give enhanced presentations over the video conferencing system using a PC or laptop. They installed first the Polycom CMA 5000. This server manages and delivers real-time video conferencing throughout the force. This gave them the capability to video-able personal workspaces, desktops, and mobile devices using a single highly scalable application.

The Force now holds regular meetings and training sessions using Polycom HDX 7000 single screen telepresence units, which deliver Polycom UltimateHD™ technology including HD (high definition) voice with Polycom StereoSurround™, HD video and HD content. The Polycom RSS 4000 Recording and Streaming Server allows recording of conferences and training sessions, which are then made available through streaming and multimedia archiving purposes. Additionally, the Polycom RMX 2000 conference platform provides multipoint conferencing capabilities so several sites can conference simultaneously.

The benefits

“Once the Polycom solution was up and running, we trained the various users who began benefiting straight away,” confirmed the IT team. “Travel between headquarters and outlying divisions has been substantially reduced while collaboration and information-sharing has been greatly improved.”

The Polycom HDX 7000 can be wheeled into any training room on a training day for a direct 30 minute session by one of the police trainers in Wakefield. This not only means an entire shift at the station can be briefed directly, but trainers can then move on to their next training class immediately - saving time and money all round; and most importantly sharing information quicker and most efficiently.

Successful user uptake

The IT team has received excellent feedback on the Polycom solutions, with utilisation rate consistently high for meetings, briefings, training and collaboration. In fact, so many users are comfortable with the systems that they are extending usage to conduct regular conversations over video because of the richer collaboration experiences.

The future

“All that remains is to offer the Polycom video conferencing solution to the few smaller police stations that didn't take up the option at the launch,” Murphy concluded. “It has been added to the internal catalogue, so all the stations have to do is review the details and order it.”

The Force is subsequently rolling out ISDN throughout the region so users can benefit from worldwide video conferencing connectivity over broadband.

Learn More

To find out how Polycom solutions can help your organisation, visit us at www.polycom.co.uk or speak with a Polycom Account Representative.

Product Listing

Telepresence and Video Conferencing:

- 52 Polycom HDX™ 7000 telepresence solutions

Infrastructure

- Polycom RMX 2000™ conference platform
- Polycom RSS 4000 Recording and Streaming server
- Polycom Converged Management Application™ (CMA™) 5000

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