Leicestershire Police officers & staff rely on NetMotion for secure remote access as they transition to 'work from home'

The Challenges

The rural areas served by Leicestershire Police posed some unique challenges. Officers on patrol were routinely frustrated by failed connections whenever the signal dropped below 3G, making it nearly impossible to do their jobs. They needed a better VPN - one that could securely retain and improve connectivity over all sorts of networks, including 2G, 3G, Wi-Fi, ADSL and 4G, to give mobile users reliable access to applications and data. Officers also required access to the 999 emergency systems, reporting, and all the Home Office software so they could communicate with London and conduct full crime investigations.

The Solution

After evaluating NetMotion in the field, Leicestershire Police had found the answer. NetMotion provided a seamless user experience over any network connection, with software that was both easy to deploy and manage. Leicestershire Police quickly rolled it out to the entire workforce, giving officers and staff a full desktop experience in the field. NetMotion is installed on all Windows laptops and iPads, allowing officers to complete reports and update incidents in their vehicles between calls, without returning to the station.

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> NetMotion has proven to be invaluable during the unprecedented CV19 pandemic. The force moved from mobilised-working to 'working from home' overnight. Without NetMotion, we would have struggled to maintain a connected workforce with full access to systems and communication tools.

David Craig, Head of Information Technology

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> NetMotion's support is always excellent. It's responsive and knowledgeable, resulting in short resolution and delivery times.

David Craig, Head of Information Technology

The Results

As police forces throughout the U.K. are constantly challenged to do more with fewer resources, NetMotion has given Leicestershire Police a win-win — providing greater efficiency and a better end user experience.

- All officers and staff now fully mobile-enabled

- Virtually eliminated dropped connections and glitches, even in poor network conditions

- Greater officer presence in the field because more work can be done away from the station

- One-person IT department maintains NetMotion for 4,000+ users, because it is easy to deploy, maintain, and support

- Decreased connection-related support calls and trouble tickets to IT

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> I can't say enough about how much it's changed the way our workforce operates. It allows our users to be completely agile.

Andy White, Information Systems Analyst

More case studies

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