

CUSTOMER SUCCESS STORY

Cumbria Constabulary transforms digital policing for frontline officers & IT operations using NetMotion

The Challenges

Cumbria is the UK's third largest county, hosting some of the largest national parks, with over half a million residents and 40 million visitors each year. The sheer size of the region means that Cumbria Constabulary officers need to rely heavily on technology and cellular networks to ensure rapid incident response. For this reason, all mobile technology deployed to the officers must meet three important criteria: usability – tech must be easy to use without complicated logins; accessibility – anything a user can do at their desk should be available on any device from anywhere; and most importantly, connectivity – remote users must have seamless, secure, reliable access to the internet, internal resources, and each other.



We needed to do things differently, so having access to internal core systems via handheld devices was critical. It means having real-time, up-to-date information available to the officers to inform their decision-making on the ground.

Matthew Kennerley, Superintendent
Cumbria Constabulary

The Solution

Cumbria is at the forefront of digital policing in the UK, and has been implementing the National Enabling Programme's (NEP) technical infrastructure since 2016. The NEP strategy is a nationally assured and designed set of tools available to police forces across Britain. To date, Cumbria has implemented many successful IT initiatives, including digital evidence solutions, adoption of Microsoft 365, several device rollouts with NetMotion and Microsoft Intune, and most recently, the implementation of a business continuity plan and COVID-19 response effort, made possible with NetMotion's modern remote access solution.



NetMotion is a key part of our mobility solutions. Without that stable and reliable connection, the rest is worthless.

Matthew Kennerley, Superintendent
Cumbria Constabulary

Other benefits that Cumbria see from their digital transformation are improved communication and collaboration through video conferencing, using Microsoft Teams and document sharing in OneNote. Daily operations were also improved, with the ability to update incident logs in real-time. For example, offender photos are immediately added to any incident log, making the images instantly available to all the deployed officers and tactical advisors.

The Results

In addition to having a more resilient network thanks to optimised connectivity, NetMotion is a key part of Cumbria's agile IT strategy to adopt zero trust and secure access. As a result, Cumbria is now able to implement new ideas and technologies that are making policing better for both frontline officers and IT teams.

- Provides frontline and remote workforce a stable, secure connection, allowing devices and apps to work seamlessly with fewer drops
- Delivers real-time information to officers at the scene, helping on-the-ground decision-making
- Enables remote video briefings, at-home witness interviews and digital evidence
- Gives officers more time to serve the community thanks to real-time data access, improved situational awareness with geo-fencing and alerting
- Provides IT with useful diagnostics for troubleshooting and remediation
- Integrates seamlessly with other software in the mobility stack