

From the beat to the back-office control room: transform your force with Microsoft technology



Microsoft
Solutions Partner

Local communities around the UK look to their police forces not only to keep them safe, but also to provide an effective, accessible and value for money service that they can place their trust in.

The [Policing Vision 2025](#) highlighted how communities around the country are becoming increasingly diverse and complex – and this can lead to forces like yours identifying a need to adopt more modern ways to respond to the challenges faced.

As a leading Microsoft Partner, Tisski have been working closely with policing professionals to create a suite of apps and other solutions to help support UK forces on their journey to an innovative, tech-first approach, as outlined in the [Policing Digital Strategy](#) 2020 – 2030.

From the beat to the back-office control room, we can help your force overcome challenges and keep up with digital demand, using Microsoft Power Platform and Microsoft Dynamics 365 to deliver modernisation and change.

“Microsoft view Tisski as a strategic partner in policing, delivering critical public safety solutions in the Microsoft ecosystem. Their approach, customer feedback and reputation give us the confidence to collaborate closely, enabling UK policing to maximise their technology investments with a trusted partner.”

Parm Singh
Business Applications Lead for
Home Office & UK Policing, Microsoft

Helping your officers save time

We know that police forces are being encouraged to modernise their ways of working – and we understand how difficult this can be, given budget constraints.

Transform your procedures

If you need a helping hand to figure out where Microsoft technology can drive efficiencies and give your officers time back to spend on the beat, our **Business Process Assessment** gives you the chance to have an expert review your current processes and identify how 'going digital' can help you save time and resource.

Our comprehensive, [ten-step approach](#) will give you a greater focus on clarifying, simplifying and increasing efficiencies across multiple areas of your organisation.

CHALLENGES



Utilising
Data



Enabling
Digitisation

BENEFITS

- ✓ Adopt new technology
- ✓ Get value from existing technology
- ✓ Understand your processes to increase efficiencies

Gain maximum benefit from your implementation from day one

If you're already on your transformation journey, [Centre of Enablement](#) (a consultative engagement) helps your force realise the full benefit of Microsoft technologies:

BENEFITS

- ✓ Pinpoint your organisational and technical goals
- ✓ Ensure your implementation is a success from the start
- ✓ Gain a prompt return on investment

↳ What does this involve?



Deep-dive into your force's objectives in tailored workshops



Receive a roadmap for achieving your objectives



Discover how to gain maximum value from your implementation



Determine how you can take important steps towards self-sufficiency

Let's start a conversation

hello@tisski.com
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Support your citizens efficiently

With an ever-increasing strain on the UK's Emergency Services telephone lines, UK police forces are facing demand to provide effective and responsive contact centre services.

"Tisski's innovative configuration of Microsoft Dynamics 365 will ensure we can maintain a high-quality, professional and compassionate service while minimising the overhead on valuable operational resources."

Matthew Chester
Head of Victim Services,
West Mercia Police



Microsoft's Digital Contact Center Platform is a modern tech solution that can offer police forces the opportunity to open more lines of communication with their citizens. With automation playing an important part, this platform can help ease strain on emergency phone lines by offering the public an alternative way of getting in touch and filtering non-emergency calls before they reach an operator.

We're working directly with Microsoft to offer a fully funded [Contact Center Channel Assessment](#) that will help you spot opportunities to make better use of digital channels (including email, online chat, text and social messaging) and provide a central hub for managing these channels easily and effectively.

CHALLENGES



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Enabling Digitisation



Seamless Citizen Experience

BENEFITS

- ✓ Fully funded
- ✓ Empower citizens to choose how they interact with their local police
- ✓ Ease pressure on contact centre services by channelling demand
- ✓ Improve response times, boosting public satisfaction

Provide support and guidance for victims of crime

Created to meet the needs of a UK-based police force, VictimAssist is a tailored solution using Microsoft Dynamics 365 to provide information and advice to victims of crime. Plus, its integration with your record management system drives further efficiency.



VictimAssist

[VictimAssist](#) can be deployed to help citizens track their case as it progresses through the criminal justice process, giving them a single port of call for information and updates. Learn more about how [West Mercia Police](#) used this technology for their Victim Advice Line.

BENEFITS

- ✓ Self-service portal for citizens to access status updates and information on their case
- ✓ Dashboards support data-driven decision-making
- ✓ Enhance efficiency with automated reminders and task allocation
- ✓ Embed feedback opportunities to help track and improve your service

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Seamless Citizen Experience



Identifying Risk of Harm

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We're here to support your frontline officers

We're passionate about supporting frontline officers in their line of duty and helping them spend more of their valuable time protecting the communities they serve.

That's why we're proud to have developed a suite of Power Apps designed for policing professionals, in partnership with policing professionals.

Apps in development

Our experts are constantly improving and creating Power Apps to meet specific policing needs. Here's a taster of what's coming soon:

Power Apps for Policing

Developed in collaboration with [Cumbria and Durham Constabularies](#), Power Apps for Policing provides on-duty officers and operational personnel with a set of applications to streamline dealings with sudden death, taking witness statements, burglary and more.

BENEFITS

- ✓ Introduce automated workflows making it easier to complete day-to-day tasks
- ✓ Improve operational efficiency
- ✓ Tailored to your force – choose existing apps or ask our experts to create new ones to meet your specific needs
- ✓ Accessible from the beat to the back office – integrated with PNC and available to use offline

CHALLENGES



Pocket Notebook

The digital pocket notebook application allows officers to move away from traditional pen and paper and take down information digitally. Frontline officers can upload up to ten images for each note as well as use the sketch feature to capture signatures. Plus, each note is logged back to an incident number and stored in a secure, centralised location for easy reference and future access.



Sudden Death

Log instances of sudden death with this Power App. Pre-determined data fields and photograph uploads are used to enable quick, simple and logical capture of information.



Witness Statements

Frontline officers can easily record statements from witnesses and other individuals with the statements app. The Power App provides pre-determined data fields and templates to ensure data is captured in line with legislation and best practise. Finally, the sketch feature enables officers to capture signatures and consent there and then.



Vehicle

With a robust PNC connection, officers can access and submit vehicle information when attending traffic offences and roadside calls. Tickets are automatically produced at the roadside, and an evidential PDF report is also created.



Pictures at the Roadside

A feature of the vehicle app, frontline officers will be able to capture photographs of driving licenses at the roadside for fast confirmation of identification with the DVLA.



Use of Force

Easily log instances where force has been used by an officer, including circumstances and justification for the use of force and other information required for centralised monitoring and reporting.



Accessible from the beat to the back office

Our **Power Apps** for Policing are available to use offline, meaning no information is lost in low-signal areas.

[Play animation](#)



Niche RMS integration coming soon!

The Power Apps for Policing will soon be integrated with Niche RMS – crucial for timesaving, it will prevent officers needing to double-key captured information.

Putting **experience** in the palm of every officer

Burglary Investigation Power App

With UK burglaries taking place every 106 seconds, acting quickly and asking the right questions gives police forces the best chance of solving the crime.

Introducing the Burglary Investigation Power App. Crafted to provide UK police offers with the tools needed to support quick and efficient, at-scene information capture, the [Burglary Investigation](#) Power App draws on the knowledge of experienced officers, giving a set of standardised questions to ensure all relevant detail is noted down.

Tisski's Burglary Investigation Power App can be used to deliver tailored and timely support to anyone who's been burgled, and victims will receive their crime reference number when officers are at the scene, rather than having to wait.

Importantly, data captured via the app can be collated and analysed to identify patterns and trends, all with the aim of helping police forces stay one step ahead of the game and use the insight provided to enhance their clampdown on crimes of this nature.

Built in partnership with Humberside Police Detective Chief Inspector and Lead for the National Burglary Portfolio, Doug Blackwood, along with the College of Policing, this app is free to download from the [PDS Solutions Catalogue](#).

CHALLENGES



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Enabling Digitisation



Seamless Citizen Experience



Identifying Risk of Harm



Supporting Frontline Officers

BENEFITS

- ✓ Templated questions ensure standardised data
- ✓ Identify patterns and trends to enable a proactive response
- ✓ Bespoke support emailed to victims and landlords
- ✓ Available to use offline

Let's start a conversation

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Capture at-scene information quickly and efficiently

This simple and intuitive app has been created based on common police force requirements and experience.

[Find out more](#)



Listen to DCI Blackwell talk about the burglary investigation app in this PDS webinar

[Watch webinar](#)

"Working with Tisski has enabled us to achieve in a matter of four months what would have taken a year or more to do. They matched our resource commitment leading up to and during go-live to ensure we could provide high quality apps to our frontline users and quickly work through those teething issues during the go-live period. It's not every day you work with an organisation who will give you three releases a day, seven days a week to work together in achieving the end goal."

Chief Superintendent Jonathan Blackwell
Digital Data and Technology Command,
Cumbria Constabulary



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As one of the UK's leading Microsoft Solutions Partners and an Inner Circle member, Tisski introduce technology to transform an organisation's way of working, streamlining processes to help save time and delivering maximum value for money. We work to understand our customers' challenges inside and out, before configuring Microsoft's award-winning Dynamics 365 and the Power Platform to meet their needs.

We're proud to support a diverse range of customers, but most notably have extensive experience of working to support the public sector – and particularly supporting police forces. As part of the Node4 group, we're able to provide a complete digital solution for constabularies. From enabling cloud transformation and providing flexible IT managed services, to empowering police forces to focus on tasks that matter the most using custom-built Power Apps, we're here to support the digital transformation of constabularies every step of the way.

Using Microsoft technology to streamline processes and reduce administrative burden, Tisski's digital solutions give officers more time in their day to spend doing what they do best: tackling crime, supporting communities and keeping citizens safe.