

RETHINK

Blue Light Operations with
Low code, Automation & AI



EMBRACE THE NEW ERA:

AI

for Emergency Services



Our public services face immense pressures to safeguard (increasingly larger) communities and protect citizens.

The composable nature of the Microsoft Power Platform makes it uniquely positioned to deliver against these needs. It offers the ability to combine low-code applications, process automation and artificial intelligence (AI) / machine learning tools to drive target outcomes at speed.

The ever-evolving nature of the platform means that the question in relation to outcome, results, benefits and transformation is no longer how but when...



REDESIGN

How You Respond,
Serve, and
Engage with the
Community

No longer does the focus have to be on point solutions, for example automating a task within an 'as is' process, but instead there is an opportunity to consider how the technology can be used to reimagine ways of working and drive end-to-end value for staff and citizens.

What is an example of how ways of working can be redesigned to drive benefit?

Problem:

- A significant amount of non-emergency and, at times, emergency call centre demand is made up of requests that do not meet the desired criteria for public contact, for example asking for updates on a case.

Example solve:

- By creating an online digital contact portal for citizens, victims can view and request updates on their case, without the need to make a call.

BENEFIT:

- Improved experience for citizens, offering them the ability to select preferred options around contact.
- Alignment to Victims' Code.
- Cashable savings through call centre deflection.



REDEPLOY

Your Workforce:
Focus on Saving
Lives and Protecting
Communities

As demand continues to grow, it is critical that policing is set up for success through having efficient ways to manage requests and workload. Solutions must be secure, future-proof and flexible to aid continuous improvement.

Problem:

- A lot of valuable time in policing (time not spent on high-value, cognitive workload) is regularly lost through fragmentation in processes, which is caused through having data siloed in Excel, Word documents, email inboxes and multiple systems. This also leaves room for manual error and impacts data quality.

Example solve:

- Introduce a case management application that creates a single, central source of truth to manage workload and cases. This improves visibility and auditability through reducing breaks in process, encourages standardisation in delivery of outcomes and reduces duplication of effort through the application writing back data to key systems.

BENEFIT:

- Improved case processing time to aid public protection and ensure timely outcomes for victims.
- Improved employee experience and satisfaction.
- Increased operational capacity.
- Increased auditability and visibility of cases.
- In-built automated reporting to understand areas such as SLA adherence.
- Improved data quality through the reduction in manual errors.

RESPOND

to Rapid AI-Driven Changes in Emergency Services

The National Police Chiefs' Council Covenant for Using Artificial Intelligence (AI) in Policing refers to the speed and accuracy that AI can bring to police processes and acknowledges it as an attractive way to deliver an effective and efficient service.

Some of the potential benefits of using algorithmic tools in policing and security services include reduced resourcing pressures, improved public safety and the potential for more consistent outcomes.

Problem:

- The National Police Chiefs' Council (NPCC) review found that 443,000 officer hours are spent filling in unnecessary forms and burdensome administrative tasks - time that could be better spent cutting crime and keeping our streets safe.

Example solve:

- When dealing with victims or suspects of crime, a digital application could be introduced that allows officers to use speech to text transcription and summarisation to record information. The output can be presented to the officer via human-in-the-loop for sign off sign to ensure accuracy and reduce risk before being recorded in key systems.

BENEFIT:

- Removing manual note taking and allowing officers to give appropriate cognitive focus to victims and support.
- This cognitive focus may also result in the officer picking up on key lines of questioning which could otherwise be interrupted via the need to focus on writing notes. This can support improved outcomes for victims.

REALISE

Significant
Benefits in Speed,
Efficiency, and
Effectiveness



The flexible nature of the Microsoft Power Platform offers the ability to deliver several benefits, no matter your strategic driver, for example:

- **Technology cost reduction:** through the replacement of legacy or third-party licensed systems within your estate.
- **Increased efficiency and cost avoidance:** associated with the removal of manual tasks within a process or function.
- **Improved employee experience:** via the removal of manual, repetitive tasks, allowing colleagues to focus on high-value cognitive, fulfilling tasks.
- **Improved citizen experience:** digitisation and improved service levels.
- **Risk reduction:** improved visibility and auditability, reduced process variance, improved speed of resolution, SLA adherence etc.
- **Improved data accuracy, insight, and intelligence:** ability to interpret, analyse, and garner actionable intelligence from structured and unstructured data.

RELAX

You're Partnered
with Robiquity for
Optimal Blue Light
Solutions



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