



How Humberside Police Force Implemented Our Communications Recording and Incident Reconstruction Solution

• Symphony for Blue Light™: An Award-Winning System



A highly secure solution



Humberside Police Force serves over 1.14 million people



Evidential-grade recording technology

In mission critical environments such as command and control, not all communication happens over the telephone or radio systems. As a result, implementing best practice increasingly means capturing elements of communication that have not traditionally been recorded.

Humberside Police Force, which serves a population of over 1.14 million people, wanted to implement an ambient recording solution for its highly demanding, fast-paced, and dynamic workplace. U.K. Government guidelines advised that the solution must allow the police to securely record and store command and control communications when managing serious incidents - including the verbalised decision-making processes of individual senior officers.

CASE STUDY

Humberside Police

Our incident management communications are now clearly and securely recorded without added complexity.

Our new wireless recording solution allows senior police officers to focus on managing incidents without having to worry about recording mission-critical management conversations or meeting their compliance obligations. With Yamaha's microphones attaching directly to clothing or lanyards, officers are also able to move freely between control rooms without dropping communication recordings. The robust 256-bit encryption ensures that all our communications remain fully secure, providing crucial protection for our transmissions. The transparency

of the system is also a true measure of its success. We've now eliminated unnecessary and time-consuming processes and streamlined our workflow, which greatly minimises the possibility of user error. We are extremely pleased with the outcome — our incident management communications are now clearly and securely recorded without adding any complexity for our staff members or to the surrounding office space.

- Dave Christison, Senior Infrastructure Engineer at Humberside Police

THE PROBLEM

With a Command and Control environment spread over multiple areas, the audio capture system at Humberside Police needed to provide seamless multi-zone recording capabilities. It would have to allow Force Duty Officers to move freely from room to room without causing audio drop-out in recordings and without adding physical obstructions to the office space.

Since staff members would be working during pressurised and volatile situations, the technology should be operationally transparent so as not to hinder workflow processes. It should be robust, dependable and consistently produce recordings of an evidential-grade quality.

In compliance with government guidelines to ensure that sensitive conversations remained secure, an additional requirement was that transmitted wireless signals should be fully encrypted and impenetrable to third-party eavesdroppers, as well as being impervious to GSM and TETRA interference. Furthermore, the solution needed to support continuous talk times - ensuring that the recording of communications could continue uninterrupted - and have the ability to integrate with the existing Symphony Call Recording™ system in order to round-off the force's Voice Recording and Incident Reconstruction solution.

THE SOLUTION

Humberside Police Force turned to Weston Digital Technologies - a company with over twenty years of experience in the communications recording industry and now a part of Content Guru - to deliver an audio capture system that could meet their demanding brief. In order to provide wireless recording capabilities to the solution, Content Guru integrated Yamaha's Executive HD™ wireless microphone system. Featuring wireless flexibility, unrivalled sound quality, and robust security, the system operates outside the UHF spectrum and so is impervious to GSM and TETRA interference.

The wireless microphone system has been designed and tested to bring unparalleled audio capture to demanding, mission-critical environments such as law enforcement.

The system was fully integrated with Content Guru's Symphony Call Recording solution, which was already in place at Humberside Police. In addition, Content Guru developed a software component to allow for automated control of the recording process using events sent by the microphones. Symphony for Blue Light™ continuously monitors each microphone and automatically triggers a recording when a microphone is lifted from the charging stand - so operation is seamless and simple. In addition, Symphony provides independent visual verification that recording has commenced and all microphone activity is comprehensively audited.

To keep the force's conversations secure, the microphones bring

the robustness of AES-256 encryption while allowing up to 20 hours of talk time and 72 standby hours, even with receivers up to 300 feet away.

Content Guru's Symphony for Blue Light system provides Humberside Police Force with a complete end-to-end solution for recording ambient audio across their entire Command and Control environment.

Using Yamaha's Executive Elite™ wireless microphones, Content Guru created a communication and recording solution that is secure, efficient, and extremely easy for officers to use. Recordings start automatically once the microphones are lifted from their charging station and subsequently stop once they are replaced. The charging station also removes the need for users to carry bulky battery packs that can reduce mobility and comfort. Overall, the integration of the HD mics with Symphony for Blue Light allows officers to manage incidents without worrying about any audio recording elements.

To integrate the Executive HD mics, Content Guru used the Executive HD's serial control processor, which allows external systems to monitor and control the Executive HD system via an RS232 or IP interface. As a result, Content Guru was able to develop a software component that allows communication between the serial control processor and the Symphony for Blue Light solution.

FEATURES AND BENEFITS



Flexible Microphone Support

- Support is offered for both fixed and wireless microphones.
- Microphone types can be mixed for hybrid setups.



Configurable Recording Triggers

- An optional key switch can be used to control recording start/stop for fixed microphones. Audio levels and scheduled events may also be configured to start/stop the recording process.
- Wireless microphones start recording when removed from their charging cradle.



Seamless Integration

- Integrates fully with other Symphony modules such as Screen Recording and Symphony CCTV recording.



Visual Feedback

- An optional illuminated sign may be used to visually communicate the recording status of each microphone.
- Additional information such as microphone battery level status and out-of-range status may also be indicated by the illuminated sign.



Advanced Event Reconstruction

- Enables scenario reconstruction that includes ambient audio recording synchronised with CCTV, telephony and radio.
- Provides the ability to capture very powerful evidential material.



Backed By Our Market-Leading Support Capability

- Ensures a smooth, tailored and hassle-free implementation.
- Provides access to the highest quality training and customer support.

ABOUT CONTENT GURU



One of the world's largest cloud contact center providers

Owens and operates an international network of **storm** services, with customers running multi-thousand seat deployments



Global deployments and locations

Operating a global 'follow-the-sun' support network with multiple regional offices covering North America, Europe, and Asia-Pac



Rich history of cloud innovation

Early-to-market with cloud contact center solutions in 2006, using specially-developed technology to deliver mission-critical services to the world's largest organizations

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