

NEC



# ControlWorks<sup>®</sup>

Strategic, innovative and integrated  
public safety technology for  
contact centres and control rooms

\Orchestrating a brighter world

## BREAKING DEMAND AT THE FIRST POINT OF CONTACT

Managing the demand for services effectively is the key to ensuring operational capacity in these times of change.

Managing demand effectively needs more than just technologies and interfaces working together between existing systems. It requires a much richer and deeper level of integration, coupled with intelligent solutions both within the service and facing the public.

When a service is managed at this level, it will be able to:

- effectively manage all outcomes
- quickly and accurately identify repeat contact
- accurately assess threat, harm and risk
- better utilise resources - right people, right information, right place, right time
- maximise officer and public safety
- use local knowledge to identify repeat victims and offenders
- work effectively with partners and the public

Over the last five years, we have invested significantly in developing the **ControlWorks** suite to provide police forces, and other critical response agencies, with a next generation, integrated platform to manage public safety contact and incident response.

**ControlWorks** is more than just a command and control system with integrated radio communications. It is designed to manage all contact - voice, non-voice, emergency, non-emergency, public and officer - that a force undertakes.

**ControlWorks** is built around the central concept of a 'record of contact'. It maintains a single history of all contact made with a person, through whatever channel, to help officers to identify vulnerable and repeat callers and to assess the level of threat, harm and risk when responding to an incident.

**ControlWorks** integrates multiple data sources, from within a force and from external agencies, providing the best available data to help contact centre teams and officers on the ground to make good decisions.

Its omni-channel communications capability helps to shift non-emergency requirements away from the normal voice channels by providing self-service public portals and to manage demand effectively by integrating with social media.

## OPERATIONAL BENEFITS OF **ControlWorks**

**ControlWorks** helps to transform how contact management and control rooms operate.







**ControlWorks** facilitates better outcomes for the public by automatically providing detailed caller knowledge and history, ensuring that the most appropriate resource arrives as quickly as possible.

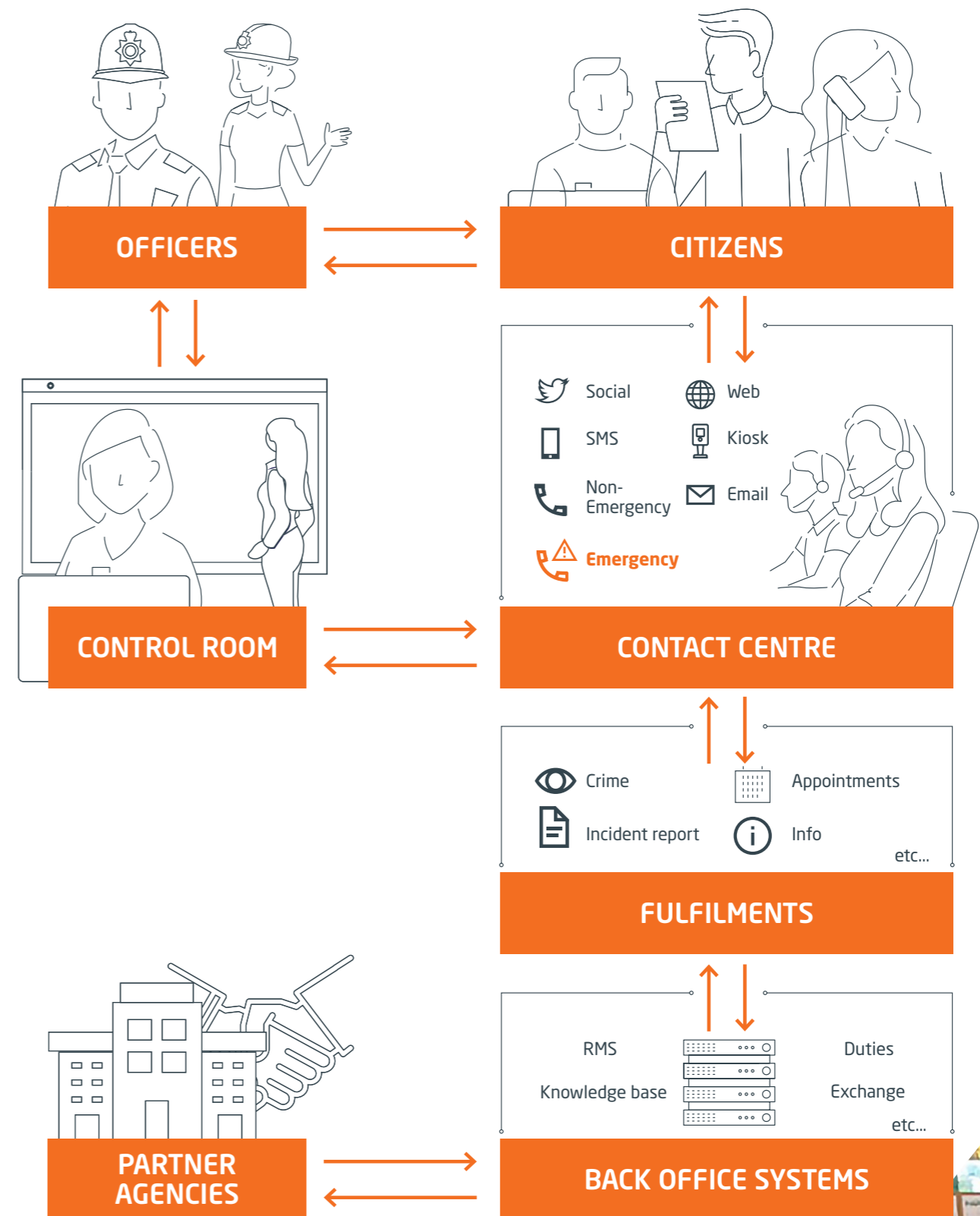
**ControlWorks** enables collaboration and interoperability through shared technology and services on a truly geographically independent, flexible and mobile platform. **ControlWorks** gives the public greater access to police resources with a single solution supporting all 999/101, web, phone and personal communication.

**ControlWorks** supports operational efficiency as operators are no longer desk-bound in a fixed location - any connected device can perform any role, including taking calls and managing incidents.

**ControlWorks** enables rich integration, facilitating better, faster decision making and response, and rich management information to enable forces to manage cost, performance and workforce and scale it for spate conditions.

**ControlWorks** empowers the police to understand the public's needs and deliver better outcomes. It enables forces and their partners to be unified, connected and instantly available. Onetime data capture of incidents, calls and information provides collated and timely information, which leads to a quicker and more consistent response and better resource allocation, reducing risk to both officers and the public.

-  More responsive and personalised customer service supporting resolution at first point of contact
-  Streamlined management of all customer contact for both voice and non-voice channels
-  Quick and accurate identification of vulnerable and repeat callers
-  Creation of initial crime report using the information captured in **ControlWorks**
-  Improved usability for call handlers
-  Highly resilient and stable solution supporting critical operations



BACK OFFICE SYSTEMS

FULFILMENTS

PARTNER AGENCIES

CONTROL ROOM

OFFICERS

CITIZENS

CONTACT CENTRE

RMS Knowledge base Duties Exchange etc...

Crime Incident report Appointments Info etc...

Social Web SMS Kiosk Non-Emergency Email Emergency



Police Service of Northern Ireland



Greater Manchester Police



West Midlands Police



National Highways and Service Areas



Ministry of Defence Police



British Transport Police



## ControlWorks® MOBILE

Mobilising contact management and the control room



We have developed the **ControlWorks®** suite to provide that single information and communication hub to support voice and non-voice contact with the public and provide the best available information to the right resources to effect the best response to the request for assistance.








To further support flexible deployment, better decision making and multi-agency collaboration NEC Software Solutions have developed the **ControlWorks®** Mobile app that can provide personnel in the field with complete access to the integrated Control Room, incident information, messaging and resource management in both offline and online modes delivering operational efficiencies, increased situational awareness, reduced risk to personnel and the public as well as significant savings on voice call time and cost.



The degree of financial and operational challenges for you is driving significant organisational changes to meet the increasing complexities of emergency and non-emergency response, coupled with the greater emphasis to manage the vulnerable members of the public with increased local focus. There are many possible scenarios presently being considered within Government which will drive significant transformational changes to the Emergency Services. It is widely accepted now that the existing model of separate agencies for Police/ Fire/ Ambulance is outdated and financially unsustainable as further spending cuts are planned.

## KEY FEATURES

 Communication capabilities	 Incident management	 Data management	 Resource management	 Device capabilities
<ul style="list-style-type: none"> <li>Supporting cellular, WiFi and ESN connectivity</li> <li>Offline capabilities with automatic reconnection</li> <li>Instant messaging with other resources and the control room</li> <li>Access to the central contacts directory</li> </ul>	<ul style="list-style-type: none"> <li>User receives full incident details including all supporting information and warning markers</li> <li>User can create incidents, records of contact and initial crime reports</li> <li>Update incident narrative including attaching images and video</li> </ul>	<ul style="list-style-type: none"> <li>Secure, encrypted storage</li> <li>Fully auditable</li> <li>Search <b>ControlWorks®</b> and any connected subsystem (RMS, PNC, etc)</li> <li>Online validation of data entry</li> </ul>	<ul style="list-style-type: none"> <li>Book on / book off and change status remotely</li> <li>Supports 'task don't ask' push of incidents, tasks and appointments</li> <li>Accept / reject tasking including automatic alerts</li> <li>Visual and audible alerts even if not logged in</li> </ul>	<ul style="list-style-type: none"> <li>Windows, Android and iOS support</li> <li>Device independent</li> <li>Uses native device apps and capabilities such as sat nav and camera</li> </ul>

## KEY BENEFITS ControlWorks® MOBILE DELIVERS:

- COTS solution with a low cost of ownership
- A future-proof solution with a modern, secure mobile architecture - supports 3G / Wi-Fi / 4G / LTE as standard
- Key operational and decisional information is delivered rapidly to the point of need
- Reduced risk as all involved parties from initial call receipt to resources arriving at scene are fully informed with a single, unified information source
- Collaboration and interoperability with other agencies
- Reduced voice calls back to control rooms with increased situational awareness; users can update incidents, book appointments, attach videos, perform searches etc - all remotely
- Operational efficiencies when dealing with both emergency and non-emergency tasks - information does not need to be relayed using voice so resources can arrive at the scene quicker
- Officers spend less time in police stations, meaning more visible policing with the same level of resource - increasing public satisfaction

For more information on the services NEC Software Solutions offers visit our website [necsws.com/public-safety-software](https://necsws.com/public-safety-software) or get in contact with us at [hello@necsws.com](mailto:hello@necsws.com)

