

● Mission critical ●

insights

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Welcome

The smartphone in your pocket can snap near pro-quality images and video clips at the touch of an icon. From streaming services to social media platforms, we consume and create vast amounts of video content to inform, educate and entertain us.

It's no surprise that video plays an increasingly central role in supporting the efficient work of our emergency services as well as other public agencies and enterprises. A camera worn by a key worker can unambiguously document interactions with a member of the public and help defuse a potentially hostile situation. Meanwhile developments in AI are helping police teams make sense of vast pools of CCTV footage and other digital evidence that can be instrumental in the investigation of serious cases.

In this issue of **Mission critical insights** we take a look at some of the many areas where innovation by Motorola Solutions in video capture, processing and analytics is helping our emergency services protect communities more effectively and keep staff safe.

You may have noticed a fresh new look and feel for this newsletter. It's all part of our new 'Solving for safer' brand narrative. While Motorola Solutions is proud of its heritage supporting the needs of public safety agencies, our growing portfolio of technology innovations is connecting with an increasingly broad range of industries and sectors. I hope that this issue of **Mission critical insights** gives you a taste of our expanding commitment to always keep individuals, communities, property and places safe and secure.



Fergus Mayne
UK Country Manager and Head of Sales,
Motorola Solutions

Artificial intelligence

Intelligent assistance

Artificial Intelligence offers enormous potential for supporting public agencies in their mission to safeguard individuals and communities. In response to the evolving needs of UK police forces and emergency services, Motorola Solutions is applying AI to assist human decision making and reinforce public trust within a proportionate ethical and legal framework.

There are few industries or aspects of our daily lives that aren't already touched on – or soon will be – by the application of Artificial Intelligence. Emulating aspects of human behaviour, AI can be directed to solve specific problems in fields ranging from finance, scientific research, manufacturing and healthcare to transportation, logistics and customer service.

Increasingly powerful algorithms can quickly learn to identify subtle patterns and trends that even an expert human observer would miss, surfacing key information to help humans make more intelligent decisions. And it's this super-power

that allows AI to automate or accelerate the performance of tasks that would be impractically complex, error prone, monotonous or time-consuming for people to accomplish unaided.

Recognizing AI's ability to augment human decision making, it's unsurprising that public safety agencies worldwide are actively exploring its potential to support staff, drive operational efficiencies and secure better outcomes for the communities they serve.

An area of particular interest for police, ambulance and fire & rescue services is the emergency

control room, where call handlers and dispatch teams may be at risk of being overwhelmed by an avalanche of real-time information from multiple sources during a major incident. Here AI can perform several supporting roles, such as transcribing phone calls so call takers can focus on the critical details of a rapidly evolving situation. AI-assisted analytics can also lighten the load on security teams at a busy transportation hub, shopping centre or sports stadium, alerting staff to anomalous activity in round-the-clock video feeds from dozens or hundreds of CCTV cameras.

Continued...





“ When deployed in a responsible and well-defined way, AI can help automate mundane tasks, accelerate human analysis and protect privacy and trust. – Mahesh Saptharishi, Motorola Solutions Executive Vice President and Chief Technology Officer

Many view a mobile application as simply the digitisation of forms, however a good solution has RPA (Robotic Process Automation) in its bloodstream. For example, it can be used to present information or instigate tasks when events occur in a RMS (Records Management System) such as victim updates following arrest, bail and charge. Facial recognition algorithms can assist police officers in quickly confirming the identity of a member of the public they're dealing with, helping to contextualise the situation and ensure the right course of action. Other frontline applications include voice-controlled assistants that can support officers with 'hands-free' actions like adjusting their radio settings or querying a police database. As you'll read overleaf (see page 6), AI can also help officers during complex investigations, highlighting crucial pieces of evidence and joining the dots between seemingly unconnected snippets of information

that may be instrumental to the successful prosecution of a case. AI can undoubtedly help to address some tough public safety challenges. Easing the load on personnel working under pressure, it can reduce the likelihood of mistakes being made by human operators that could have costly, unjust or possibly grave consequences. Equally, AI can help law enforcement and public safety agencies make better use of finite resources, helping teams maximise the speed and quality of their response to incidents – and helping to secure confidence among societal stakeholders. **Don't miss the moment** AI-assisted video analytics can support public safety agencies in maximising the value of their video security infrastructures. These examples demonstrate AI's potential to reduce the risks of a human inadvertently missing a crucial incident – and help ensure the right course of action in the moments that matter.

Appearance search Pinpoint relevant CCTV footage matching a specific query like 'male adult wearing a red top'. **Object detection** Highlight objects of interest in a scene, such as an unattended package on a station concourse. **Unusual motion detection** Recognise out-of-the-ordinary activity, like unusual crowd movements. **Responsibly designed technology that prioritizes people** At Motorola Solutions we solve real-world safety challenges in a principled way. Our approach to innovation is grounded in three core tenets that ensure the AI technologies we build are reliable, understandable and secure. **Human-centred design** Safety technology should be intuitive, seamless and simple. Our customers' challenges guide each



step of our design, development and testing processes. **Purpose-built applications** Our solutions purposefully leverage technology to improve well-defined safety outcomes to help people do what they do best, faster and with greater accuracy. **Accountable R&D** Our commitment to safety is reflected in how we collect data, apply responsible design best practices & build guardrails into our applications.

A clearer picture: AI-assisted facial recognition There are two specific policing applications where Motorola Solutions is harnessing the power of AI to enhance the use of Facial Recognition by a number of UK forces.

Retrospective Facial Recognition (RFR) can be used by an officer who's seeking to identify an individual against a police database of custody images. This involves a 'probe' image - a target image the officer obtains as part of their investigations, such as from a camera on the scene - that's used as the source to search against the agency's database.

Powerful comparison tools can help a specialist officer to compare probe images with possible matches, yet are designed so that a human must analyze the results and make a decision whether to create an investigative lead from a submitted image. RFR is already available to every police force in the UK as a capability within the Police National Database (PND). Complementing RFR, the ComparisonManager application offered in our Pronto digital policing platform allows forces to deliver a locally-managed **Operator Initiated Facial Recognition** (OIFR) capability to frontline officers. Potential uses for this technology include on-the-spot identification of missing persons or local offenders. Using their smartphone's camera, an officer can take the photo of an individual they're dealing with face-to-face for the purpose of identifying them. This image is transmitted securely via the National Biometric Services Gateway for cross-referencing against custody images stored in the Police National Database. If powerful search algorithms detect a positive match,

the result will be returned in seconds to the officer's Pronto terminal, and can be one tool to help them confirm the identity of that individual. Guidelines displayed on their device remind officers of the conditions and legality for taking a photo of an individual as the basis for a facial recognition search. With OIFR it is the officer who has overall control of the image capture - and they are almost certainly going to use a high quality camera for the task rather than relying on lower-resolution CCTV footage. Furthermore, in many cases the officer will search against high quality custody images. According to several studies, facial recognition software often exhibits less bias than its human counterparts. "Facial recognition in Pronto does not replace human judgement," notes Motorola Solutions' Ian Williams. "Instead it supports officers in making crucial comparisons for themselves, leveraging their professional experience and legal knowledge when interpreting and acting on the information that's derived from an AI-assisted image comparison."

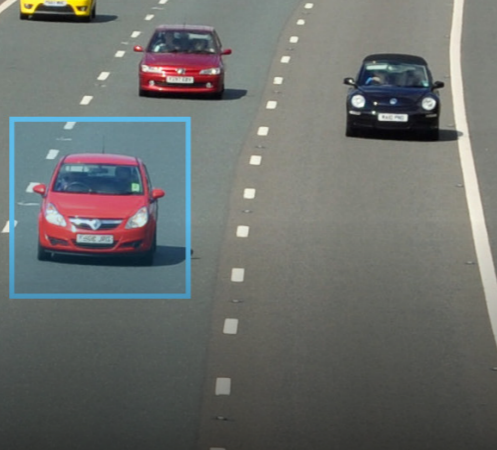
Responsible stewardship of the technologies we build

The Motorola Solutions Technology Advisory Committee (MTAC) guides the ethical design and use of our technologies, so they can continue to play a positive role in keeping people, property and places safe. This cross-functional advisory committee helps ensure our innovations remain aligned with our purpose and values, such as how we responsibly apply AI in our solutions to improve safety outcomes. As new technologies can advance quicker than legal or regulatory frameworks, MTAC serves as our 'technical conscience' to guide their ethical use and positive societal impact.

- MTAC provides guidance in three key areas:**
- Advocating for the responsible design and application of new technologies to protect privacy, secure data and benefit society at large.
 - Assessing the potential risks of using new technologies in our solutions and providing a multifaceted perspective on their appropriate use.
 - Developing guidelines and policies surrounding the responsible development, deployment and application of new technologies in our products.



Focus of investigation



Artificial Intelligence and Robotic Process Automation offer the potential to save precious time for officers faced with the daunting task of sifting through mountains of evidence during the investigation of a serious crime.

By their nature, serious crime investigations are often complex and time-consuming undertakings. There may be potentially thousands of separate items of digital evidence connected to a case. These can include interview transcripts, witness statements, emails, text messages, photos, CCTV footage and recorded video clips, sometimes amounting to hundreds of gigabytes of multimedia information.

Extracting critical insights from this substantial body of digital evidence presents some big challenges for

time-pressed investigation teams. Pinpointing those crucial few seconds when a CCTV camera briefly captures a vehicle and its occupants can mean poring manually over many hours of recorded footage.

Once a subject – like an individual's face – has been located within a piece of multimedia content and connected to an investigation, it still has to be identified. This often involves further laborious manual intervention to extract the image from one system and load it into another.

Joining the dots

The application of Artificial Intelligence and RPA (Robotic Process Automation) offers the potential to gain time-saving workflow efficiencies at every step of the investigation process. At the initial ingest stage it can flag multiple instances of a vehicle or person of interest, allowing quicker human validation and elimination of 'false positives'. Equally, it allows still images and CCTV footage to be searched using RFR (Retrospective Facial Recognition) – all within a single workflow, and without the need to manually crop, download or transfer images between different systems.

As well as streamlining a number of time-consuming manual processes, automation also offers the opportunity to help officers 'join the dots' in complex investigations.

"Imagine the scenario where an officer reports a burglary that bears all the hallmarks of an individual with a very distinctive MO" explains Ian Williams, Software Consultant at Motorola Solutions.

"RPA might be able to quickly suggest four persons of potential interest from the intelligence system who have the same MO, are currently out of prison, and are known to live or operate in the same area as the burglary. AI-powered facial recognition could then be employed to search footage from multiple nearby CCTV cameras, and identify one of the four individuals who was close to the scene at the time the offence was committed.

"Searching CCTV footage using AI could also link a particular vehicle to the suspect, and then find instances of that vehicle in other CCTV material. RPA could then search for the car's VRM in an ANPR hotlist, helping to establish that the vehicle uses a particular route at a definite time of day. This allows officers to target a specific location at the right time, leading to a successful arrest of the subject in their car, with stolen property from the burglary found in the boot. And for further corroboration, AI can be used to match the detainee's face to original CCTV footage captured at the time of the offence."

Stay connected

Now frontline teams can stay connected, even when they're outside TETRA radio coverage. DIMETRA™ Connect is a smart new coverage extender for DIMETRA networks that automatically switches radio users over to Wi-Fi or LTE when they're outside TETRA network coverage, allowing them to maintain their TETRA features over broadband.

In the UK there are approximately 350,000 public safety users of TETRA radio systems. Keeping first responders and other frontline workers in touch via voice, messaging and data, TETRA networks are designed with utmost reliability in mind for use by public safety professionals and commercial organisations.

Despite its near-ubiquitous footprint, there are occasions when TETRA radio coverage may be unavailable. As part of our mission to help people stay connected wherever they need, Motorola Solutions has recently introduced DIMETRA Connect that allows workers to communicate with TETRA over broadband when circumstances require.

When users are outside TETRA coverage, their DIMETRA Connect-enabled TETRA devices automatically switch to an available LTE or Wi-Fi broadband network. No manual intervention is required, and team members can continue to access existing TETRA features over broadband without the need to manage separate configurations or talkgroups.

Capable of connecting to TETRA, LTE and Wi-Fi, the recently announced MXP660 portable radio is especially well-suited for switching between TETRA and broadband. Other DIMETRA Connect-enabled TETRA devices include MXP600 and MXP7000 portable radios as well as MXM600 and MXM7000 mobile radios*.

"From an emergency worker's perspective in the field, switching between TETRA and broadband networks with DIMETRA Connect is completely transparent" says Paul Wilson, head of DIMETRA customer solutions and product management at Motorola Solutions. "And as TETRA packets are routed over broadband, end users maintain their TETRA features and usual workflows via their DIMETRA Connect-enabled device, even if there's no TETRA coverage".

Part of TETRA's appeal is its intrinsic security as an effectively 'private' network. With DIMETRA Connect, potential concerns about carrying voice and data traffic over public IP networks are allayed with multiple levels of security so that critical communications remain extremely hard to intercept or interfere with.

In addition to working with DIMETRA Connect, the LTE and Wi-Fi capability of the MXP660 reduces the administrative burden of updating firmware and codeplugs. This allows radios to be updated in the field with over-the-air programming and updates, rather than returned to a centralised facility to be programmed manually. And since any radio's main purpose is to provide clear voice communications, the MXP660 also offers AI-trained noise suppression.

"Digital radio continues to prove itself as the backbone of mission-critical communication across the globe" says Mark Schmidl, senior vice president, International Sales, Motorola Solutions. "Across public safety and the enterprise, when those on the front line need to get their message across, they reach for their TETRA device. We're delivering a significant step forward in TETRA communications technology by adding broadband connectivity, allowing users to use the features they know and trust, even beyond the boundaries of their TETRA network."

Find out more about DIMETRA Connect at motorolasolutions.com/dimetraconnect

* Future software update may be required





Objective witness

Stuart Boutell, Director of Evidence Product Management at Motorola Solutions, reviews the state of the art in body camera technology – an increasingly essential element of modern policing.

The use of body worn video cameras by police in England and Wales stretches back almost 20 years. As long ago as 2005, officers in Devon and Cornwall trialled the use of helmet-mounted cameras. Two decades on, body cameras have transformed the way that evidence is collected on the ground. Increasingly standard issue for officers in the UK and many other police forces worldwide, their adoption over the last decade has also accelerated among ambulance crews,

paramedics and fire & rescue teams. And today cameras are becoming a common sight with professionals in a wide range of public-facing roles, from transport staff to security guards and retail employees.

In 2015 Motorola Solutions introduced its first body worn camera, the Si500. Drawing on decades of experience gained working closely with police and emergency services around the world, we've steadily refined the technology to meet the evolving needs of today's connected officers and incident managers.

Making new connections

Introduced in November 2023 and now shipping to police customers in the UK and worldwide, our latest-generation V500 camera marks a significant technological step up from previous models. It's especially

notable for being the first body camera from Motorola Solutions with LTE mobile network connectivity built in, supporting the rapid upload of recorded footage over the air and even live video streaming.

The V500 is capable of covering multiple shifts, storing high quality video and audio in its capacious 128GB internal memory. Recorded footage that's been captured in the field can be securely transferred over the air via LTE to a server in the control room, without the officer needing to return to base. What's more, the physical location of the camera – and the officer who's wearing it – can be tracked, giving staff a real-time picture of where people and resources are deployed. This can be particularly beneficial in situations where a camera and the sensitive footage it contains has become separated from the officer for any reason.

Our latest-generation V500 camera marks a significant technological step up from previous models.



Despite the increasing popularity of body cameras with UK police forces, their use for live streaming of video footage is still far from commonplace. Previous generations of mobile technology have typically meant unreliable over-the-air connections and glitchy pictures. Today, however, the superior data transfer rates and stability of LTE networks make streaming a far more compelling proposition with the V500.

An obvious use case for streaming is the policing of public events, where a live perspective from multiple officers on the ground can complement pictures from fixed security cameras. A suitable video management solution is essential in this kind of application, where forces are reliant on a practical solution for viewing and making sense of live feeds from potentially dozens of officers' cameras in the same location. Highlighting its role within a wider hardware and software ecosystem, the V500 is an ideal partner for VideoManager, our own digital evidence management solution (DEMS) that simplifies the

ingest, processing and sharing of video from a force's fleet of body-worn cameras.

Unbiased observer

As the unbiased 'witness on your chest', body cameras are key enablers for better outcomes in a wide range of public safety situations. The live video and audio streaming capabilities of cameras like the V500 can assist officers attending an incident, helping control room staff quickly build a more complete picture of what's happening – and assess risk levels – than relying on an officer's verbal description of the scene over the radio.

Body cameras can be instrumental in supporting officers who find themselves alone in a potentially hazardous or threatening situation and in need of urgent support from the control room. In the event of a medical emergency, they also allow an officer to draw on informed assistance from the control room, allowing expert colleagues to assess the situation and provide guidance.

While the capabilities and applications of body worn camera technology are steadily expanding, its success as a tool for emergency services depends ultimately on public trust and confidence in the benefits it offers.

We're living in an era where citizens are increasingly suspicious of AI-powered deepfakes and doctored images that may seem totally 'real'. This presents a particular challenge to policing, where a viral video clip spread across social media platforms can draw instantaneous criticism of an officer's actions that may be taken out of context. The V500 digitally 'signs' recorded footage, providing an unambiguous record of a clip's veracity and helping ensure that material is processed in a legitimate and proportionate way, in line with guidance of the National Police Chiefs' Council (NPCC). This can significantly strengthen public confidence in the police and judicial system – while helping frontline officers do the job more safely and effectively.





Safety first for ScotRail

The Scottish rail operator is deploying more than 1,000 VB400 body cameras across its network to promote safer trains and stations.

The investment represents a tripling of the number of cameras available to frontline staff, following ScotRail's initial deployment which began in 2017.

"The safety of our staff and passengers is our top priority" says David Lister, director of safety, engineering and sustainability at ScotRail. "Where body cameras have been used, we've already seen a positive impact on morale and staff confidence, as well as a decrease in reported incidents, helping to ensure a safer environment on our trains and at our stations."

ScotRail's integral role in connecting people and communities across Scotland is underpinned by enabling a safe environment for its customers and staff. The roll-out of body cameras is helping to ensure safer passenger journeys and positive

interactions between ScotRail staff and the public by acting as a tool for de-escalating potentially difficult situations and providing objective video and audio evidence of incidents, as David notes: "We're making body cameras available to all of our front-line staff and any team member who wishes to use one can now do so."

Always ready

With a battery life extending beyond a full shift, the easy-to-use VB400 captures high-quality video footage that's securely stored and organised with time, date and location details. This maintains the integrity of evidence to support incident investigations.

"The VB400 has been designed with safety and simplicity in mind" notes Fergus Mayne, country manager for UK and Ireland at Motorola Solutions.

"It works when you need it to, and it's equipped with a pre-record option that can capture up to 30 seconds of pre and post footage from the point at which the camera is activated. This is particularly valuable because when a situation does escalate quickly, staff may not have a chance to hit the record button."

The roll-out follows the launch of a campaign to combat abusive behaviour on the railways, spearheaded by ScotRail, the Scottish Government and the British Transport Police. The additional trust and transparency body cameras can provide, through an objective record of interactions between staff and the public, supports the campaign's goal of fostering a safer environment, both for ScotRail staff and the community they serve.

“Where body cameras have been used, we've already seen a positive impact on morale and staff confidence, as well as a decrease in reported incidents.

– David Lister, Director of Safety, Engineering and Sustainability, ScotRail

Better together: sharing resources to meet demand

Mark Swift, Control Room Business Development Director at Motorola Solutions, explains how UK Fire & Rescue Services can realise operational efficiencies and enhance public safety through increased collaboration and data sharing.

Matching available resources to fluctuating demand is a challenge that's faced by industries and organisations of all kinds. And it's no exception for our fire & rescue services (FRS), whose ability to deliver a timely and proportionate response to incidents can be challenged by the inherently unpredictable turn of events.

Every public safety agency has contingency plans in place to cope with so-called spate conditions. These are spells of dramatically higher demand – like episodes of widespread flooding or other freak weather conditions – when emergency call levels skyrocket because of multiple incidents occurring simultaneously at various locations. In extreme situations like these, even the best laid plans can unravel quickly in the face of unsustainable demand for limited numbers of appliances and personnel.

The desire to accommodate these sudden spikes has prompted fire & rescue services, and increasingly other public service operators, to strengthen their resilience in dealing with challenging situations through collaboration and resource sharing.

The power of partnership

A notable trend in recent years is the sharing of IT applications, services, data and interfaces to other external systems via a common platform. The CRS FRS hub concept gives multiple fire & rescue services web-based access to a virtualised, remotely hosted control room

solution. This allows multiple users to log in securely from any location and access their own CAD, ICCS and other applications.

During normal operations, each agency exclusively sees their own applications and data. Then in spate conditions, two or more 'buddy' services operating in partnership may by mutual agreement access each other's resources – whether it's emergency call handling capacity, region-specific mapping data or appliances and people. With two or more partners sharing a common 'pool' of data, at the click of a button operators can instantly apply filters to see information that's relevant to them.

There are two quite distinct scenarios where this buddying model can pay big dividends for fire & rescue services. If a major incident spills across two geographically adjacent areas, neighbouring FRS can work together to contain the issue. Equally, resource sharing can be invaluable when buddy services are based in quite different locations. If a storm lashes one part of the country, for example, an FRS that's bearing the immediate brunt can call on the support of a partner fire & rescue service in another part of the country that hasn't been hit, and can offer additional capacity to help deal with the situation.

Find out more about **CRS**, our browser-based Control Room Solution that integrates FRS communications into a unified, intuitive emergency response system.

Minimise costs, maximise benefits

Software platform sharing eliminates the need for individual fire & rescue services to invest in separate infrastructure and development efforts, reducing initial capex, maintenance and overall ownership costs.

Foster standardisation and consistency

Standardisation of processes, workflows and data formats across participating services ensures consistency in operations, data management and reporting, with efficient resource utilisation during joint operations or mutual aid scenarios.

Enable collaboration and cooperation

Updates and new features can be implemented to benefit all participating partners in a changing FRS landscape, facilitating continuous improvement and innovation through collaborative development efforts.

Increase scalability and flexibility

Services can scale operations to adapt to changing requirements, enabling quicker response to sudden fluctuation in operational needs without compromising performance or incurring significant additional costs.



Taking the long view

Motorola Solutions has acquired a leading UK manufacturer of specialised long-range thermal cameras for land, air and maritime applications, including border security and protecting critical infrastructure.

Most video cameras are typically designed to capture visible light, just as we see with our own eyes. But what if you're trying to assess what's happening at an airport perimeter several kilometres distant, or a stretch of open water that's by mist?

By measuring subtle differences in temperature, a thermal camera can 'see' objects that are invisible to the naked eye or to ordinary video cameras.

And what about at night?

Thermal cameras are sensitive to infrared radiation whose wavelengths are longer than the visible portion of the spectrum. By measuring subtle differences in temperature, a thermal camera can 'see' objects that are invisible to the naked eye or to ordinary video cameras. Largely unaffected by weather conditions like haze or light fog, they're also capable of operating in total darkness.

To complement our existing portfolio of fixed video cameras, Motorola Solutions has recently acquired Silent Sentinel, the Hertfordshire-based manufacturer of specialised long-range cameras that combine thermal and video

imaging technologies to provide enhanced situational awareness in complex and extreme environments associated with military, aviation, maritime and critical infrastructures. Equipped with highly accurate detection capabilities, they're capable of identifying anomalies from a distance of up to 20 miles away (30 km). This gives security teams a critical edge, extending the effective perimeter of an area that's being monitored and supporting a faster, better informed response.



Advanced insights

Welcoming Silent Sentinel to the Motorola Solutions family further expands the appeal of our video monitoring and security proposition to a wider audience, including governmental organisations and critical infrastructure customers. Silent Sentinel's combination of industry-leading video and thermal technology is ideally suited to precise reconnaissance of small targets, at long range and in challenging environments.

The company's talented in-house design and engineering team can also create customised solutions to meet virtually any requirement. For example cameras can be integrated into vehicular platforms for mobile use, or combined with other third party technologies such as radar or laser range-finding systems.

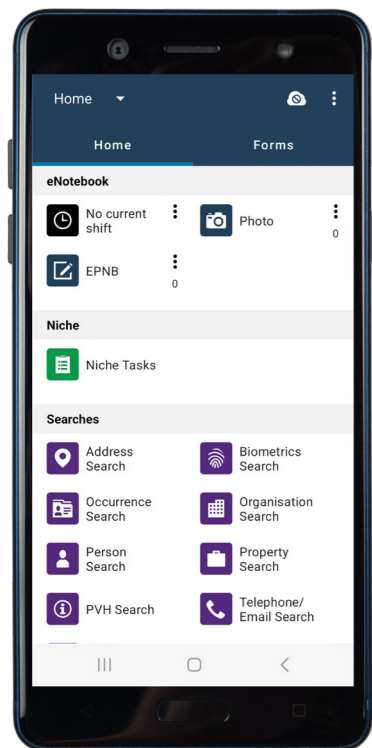
"Long-range cameras enable advanced insights that can protect individuals and infrastructure" notes Mahesh Saptharishi, Executive Vice President and Chief Technology Officer at Motorola Solutions. "With Silent Sentinel, we're broadening our video security portfolio to help secure and support essential operations and industries around the world."

"We're excited to be joining Motorola Solutions" says Silent Sentinel's Sales Director James Longcroft. "We look forward to building on their industry-leading portfolio, offering advanced video security solutions that support our customers in the most challenging environments."



North Wales goes live with Pronto

North Wales Police is one of the latest UK forces to go live with our Pronto digital policing platform that gives frontline officers on-the-go access to a wide range of key processes from their mobile device.



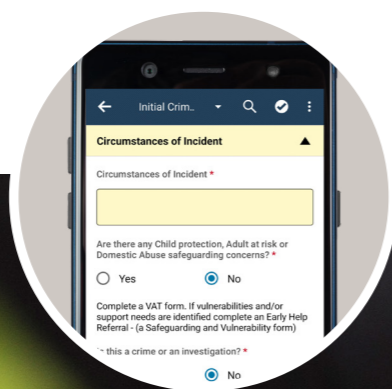
Formerly reliant on notebooks, pens and piles of forms, around 800 North Wales officers now enjoy digital access to these business processes and forms on Android smartphones:

- Initial Crime Report - including Victim Contact Contract
- Safeguarding - including Adult at risk, Child at risk, Domestic/Stalking, Direct Assessment of Needs (DAN), Vulnerability Assessment Template (VAT) & Early Help Referral (EHR)
- Witness Statement/ Remote Witness Statement/ Police Statement/Victim Personal Statement

Following on from an initial pilot in November 2023, a fast-paced rollout plan anticipates Pronto-equipped officer numbers increasing to 1,600 within two years.

The platform integrates seamlessly with North Wales Police's RMS (Records Management System) that it shares with Dyfed-Powys and Merseyside forces – both existing Pronto users.

25 organisations in England, Scotland, Wales and Jersey are now using Pronto, representing a total of over 70,000 Pronto-enabled officers.



Solving for safer

With nearly a century of reinvention, Motorola Solutions is highlighting its sharpened focus on safety and security, announcing its new brand narrative, 'Solving for safer'. Alexandra Reynolds, Vice President, Communications & Brand, outlines the strategic intent behind the Motorola Solutions brand.



Motorola Solutions is a 95-year-old company, and the investments we're making today bridge our company's storied history with what we expect will be an even stronger future. Traditionally we've been known for our work supporting the front lines of public safety. And today, we have a growing base of enterprise customers in multiple industries relying on the same technologies to help protect people, property and places.

Over the past ten years we have invested about US\$12 billion in organic R&D and strategic acquisitions to create a safety and security ecosystem of technologies that span critical communications,

video security, access control and command centre technologies, powered by responsibly-built AI. Our broader portfolio enables tighter, more effective collaboration between public safety agencies and enterprises, connecting those in need with those who can help. For example, a utility worker can press a panic button on a phone during an emergency which can automatically notify law enforcement, trigger a lockdown, share live video feeds with first responders and send mass notifications to critical stakeholders.

Our new brand narrative, 'Solving for safer,' reflects our sharpened focus on safety and security: we are

our unwavering in our commitment to advance the solutions that help keep us safer – 'solving' - because threats and opportunities are always evolving, and so are we – 'for safer'.

We can only be our best when we feel safe. Our families and communities. Our jobs and businesses. Our very way of life. Safety is the prerequisite for possibility... and this is what 'Solving for safer' is all about.



“Everyone's entitled to feel safe in their community, school and workplace... but that often isn't the reality. How Motorola Solutions is helping keep people, property and places safe is far more comprehensive than ever. While we recognise technology isn't the only way to a safer future, it does play a vital role – and it's our purpose to make that technology the best it can be.

– Greg Brown, Chairman and CEO, Motorola Solutions.



Get in touch

To tell us about the challenges and opportunities you would like to see covered in future issues, please contact:

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