

## Case Study

### Proteus Enterprise from CTI Group brings Avon and Somerset Police significant business and regulatory benefits

#### THE CUSTOMER

Avon and Somerset Police Constabulary was formed in April 1974 as an amalgamation of the former Bristol Constabulary, Somerset and Bath Constabulary and the Staple Hill division of Gloucestershire Constabulary. One of the largest forces in England and Wales, they police a population of almost 1.5 million people and 1,855 square miles that takes in virtually every kind of landscape: city centre, wild moor, dense forest, holiday resort and vast commercial and industrial complexes.

To published numbers, not including 999 emergency calls, the Constabulary handles around one million phone calls per year.

#### INTRODUCTION

As a Police Constabulary, Avon and Somerset is not alone in having a legal obligation to provide call handling statistics and information to the Home Office. For example, this includes data on how the Constabulary is performing against their service level agreements on handling 999 calls. This information can be provided by Proteus Enterprise and was a key influencer in the Constabulary's decision to implement a call management system.

In addition to the legal and regulatory requirements Proteus Enterprise would meet, there were other benefits gained from its installation. It was also clear that while many benefits would be realised very quickly, there were elements to the system that could be implemented at a later date with no additional software, training or costs.

#### THE CHALLENGE

In addition to meeting the legal and regulatory requirements of the Constabulary there were an additional two

requirements that a call management solution such as Proteus Enterprise would have to satisfy. The first was to identify any 'call blocking' on the network. The Constabulary had decided to change from publishing six inbound numbers for the public to call to just a single number. They needed to study the inbound call profile and monitor it on an ongoing basis to see if there were any problems. Inevitably, this change could cause problems, especially with regards to the public perception of how the police were managing calls. It could also mean that they were receiving more or different types of calls. They needed to be confident that more calls would not be generated than current resource levels could manage.

**"It was more than just features however... it was the overall functionality of the Proteus solution, especially the alarms features, that won the day and now provides us with the real time call logging over the entire network."**

Steve Pemberton, Telephony Service Manager, Avon and Somerset Police

The other issue the Constabulary needed to be aware of, if it occurred, was to highlight any fraudulent use of the Constabulary network.

#### THE SOLUTION

Steve Pemberton, Telephony Service Manager, Avon and Somerset Police, could see the real benefits of Proteus Enterprise. The installation of Proteus Enterprise provided many business solutions for the Avon and Somerset Police Constabulary. The built in alarms feature was a tangible

benefit. Reports were set up to alert specified management personnel when exceptional activities occurred. These events included data not downloaded from one of their exchanges and international calls lasting more than 15 minutes. This would meet the business requirement of being able to identify fraud or misuse of the communications systems.

Reports were also set up to compare carrier bills with the charges recorded by Proteus Enterprise. This satisfied auditory requirements as well as saving the Constabulary costs through carrier cost validation. The Constabulary had confidence in Proteus Enterprise providing accurate information due to its independence from any carrier.

Proteus Enterprise was also able to identify expense dedicated, point-to-point circuits that were either rarely or no longer used. This produced significant cost savings as they were able to dispose of unused lines and better utilise lines that were under-used.

## WHY CTI GROUP?

Under Police financial regulations, the Constabulary are duty bound to undertake a full competitive tendering process when considering a purchase such as Proteus Enterprise. Several products were considered in detail but CTI Group won the contract primarily by providing the best and most effective features that met the needs of the Constabulary.

## RESULTS

The Proteus Enterprise solution allowed the Avon and Somerset Police Constabulary to analyse and successfully implement the required number change without any problems. It has been recognised that this would not have been possible without the Proteus Enterprise system.

An additional three significant benefits have been achieved by the Constabulary through installing Proteus Enterprise.

The first was that it works in an IP network so it provides 'real time' reporting of calls. For example, if a call is made on the Yeovil exchange on the network, as the call completes details of it can be seen at the Bristol HQ.

Secondly, the Constabulary deploys IP buffers over 33 remote sites which means if the network fails, call records are not lost.

Finally, individual visits had previously been made to each location to check the server. Time and costs were saved as these visits were no longer required. Reports can be run from a PC or laptop, regardless of the location, as Proteus Enterprise is fully network enabled.

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### **"Without the Proteus logger, quite frankly, I would be blind."**

Steve Pemberton, Telephony Service Manager, Avon and Somerset Police

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Other elements of the solution have also been identified as possibly being implemented in the future. This includes the mobile call monitoring report which will allow the Constabulary to schedule departmental reports for staff to be recharged the cost of mobile calls to personal numbers. This is recognised as the system paying for itself on the first day of installation.

#### **About CTI Group**

*CTI Group is a leading developer of telecommunications solutions for fixed, mobile and converged communications. Our applications for analytics and reporting, ebilling, interaction recording and quality management are utilized by carriers, service providers, multi national corporations and their customers around the world.*