

## Case Study

# Merseyside Police



### SOLUTION

A long-standing, but constantly evolving outsourcing agreement with Arqiva, with Arqiva supplying an in-house Facilities Management team operating as an integral part of the Merseyside Police Telecoms Unit. The Facilities Management team maintain all devices on the police radio and telecoms network, giving Merseyside Police 24/7 technical support and access to the wider Arqiva network of suppliers and experts.

“Police officers need radio communications they can trust. With the Arqiva team working in-house, we can be sure that officers in the field have equipment they can rely on, whatever the situation. It’s a great working relationship”

*Robbie Johnson, Head of Telecoms, Merseyside Police*

#### Business issue

Merseyside Police needs expert support, 24 hours a day, to ensure the integrity of its radio and telecoms devices – leaving its officers free to police the region with total assurance in their frontline communications.

#### Benefits

- Financial stability of a fixed, long-term outsourcing agreement, with all services catered for by a single annual payment – easing pressure on long-term fiscal planning
- A dedicated in-house Facilities Management team providing support, maintenance and fault management for all telecommunications and radio devices, 24 hours a day, seven days a week

- A single, dedicated mobile number for all enquiries – available to all personnel
- All outside liaison with associated third parties dealt with by the Arqiva team
- The ability to tailor radio and telephony solutions to the ever-changing police demands
- Effective call-logging and voicemail system integrated into the police telephony network
- Access to Arqiva’s St Helens Regional Service Centre for all in-car communications issues, including installation, maintenance and repairs
- Access to technical support from across the Arqiva organisation, including experts and technical specialists for one-off jobs that require extra – or specific – manpower

#### Arqiva products and services

- Outsourcing agreement
- Facilities Management team
- Telecommunications Managed Service
- Airwave Managed Service
- 24/7 Help Desk Services

## Outsourced, but on-hand

Effective communication is at the heart of any large organisation. Staff need to be kept in the picture, important messages must be relayed, and everyone needs to feel part of the team. But when your work is an essential public service, where reliance on your colleagues is a matter of personal safety, and where speed of response is mission-critical, reliable communication takes on a whole new level of importance.

Merseyside Police is one of the UK's largest police forces: 4,200 officers are responsible for a heavily urbanised area covering 253 square miles and incorporating a population of nearly half a million people. It is challenging, dynamic and sometimes dangerous work. To ensure its officers can have complete faith in their radio communications, Merseyside Police employs an in-house team of Arqiva experts to oversee the police telephony system, monitor the Airwave radio network and maintain all radio and telephony devices. The result is a dedicated team, on the premises and on 24-hour standby, working as an integral part of the police telecoms team. More importantly, it means total peace of mind, absolute confidence in the network and expert back-up for any kind of emergency.

Arqiva supplies a seven-man Facilities Management team at Merseyside Police Headquarters. It maintains the telecoms network, deals with any service alterations and repairs any faults. As the first port of call for all telecoms issues, the Arqiva Team is responsible for 5,500 phones, running over 40 switches in an integrated system that requires total reliability. This means ensuring network resilience in the event of switch failure, organising the repair of any faults and managing a complex call monitoring, voicemail and logging system. And since some of the calls running over the network are 999 calls, it is the Arqiva Team's job to ensure absolute reliability at all times.



On the radio side, Arqiva is responsible for all devices running on the Airwave radio network. Where a handset is faulty, the Arqiva Team will provide a solution themselves, if they are able to do so; if it requires outside expertise, they will liaise with the appropriate third party and take care of the logistics and administration on behalf of Merseyside Police. If the fault appears to be with the Airwave network itself, the Arqiva Team will report their findings to Airwave to ensure a swift resolution.

### A three-tier solution

Working in such close proximity with a police force is never going to be a standard outsourcing arrangement, and the Facilities Management team has to be as adaptable as the organisation it serves. This often means establishing communication solutions for large one-off events, such as big football matches, the Grand National or the recent visit by Condoleezza Rice. For a single annual payment, Merseyside Police knows it has an in-house team dedicated to providing solutions for any situation.



To ensure total security and peace of mind, the Arqiva outsourcing solution offers three levels of support for Merseyside Police. The in-house Facilities Management team is the most immediate and deals with nearly all day-to-day issues. The in-car communication systems are looked after by the Arqiva Regional Service Centre in St Helens – who are experts in the technology and a Centre of Excellence. For anything that goes beyond the remit, expertise or manpower of these two operations, Merseyside Police's outsourcing agreement also gives it full access to the wider Arqiva technical support network.

The result is a solution that is not only tailored to the challenges and demands of working with a police force, but tailored to the challenges and demands of working with Merseyside Police. The Arqiva Facilities Management team are available 24 hours a day, seven days a week – either at police HQ during office hours or accessible through a single, dedicated mobile telephone number at all other times. The Arqiva St Helens Regional Support



Team has worked alongside Merseyside Police for many years, so can offer trusted advice on all aspects of in-car radio communications, including the highly specialised area of covert radio installation for undercover vehicles.

More recently, the Arqiva team was asked to lead the installation of mobile data systems into all police cars. A single, robust, touch-screen interface gives mobile access to the full police data network. This allows officers to check car registration numbers, criminal histories, known addresses and other pertinent information without the need to call into base – turning knowledge into power at the touch of a button.

“The most important thing from our point of view is trust,” says Robbie Johnson, Head of Telecoms at Merseyside Police. “I know I can go to the Arqiva team with any problem and they will take it on as their own. We work in the same building, so they understand the way we operate and are always looking to add value.”

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### A special relationship

Of course, equipment is only ever half of an outsourcing solution. Arqiva also offers welcome stability in a constantly changing world. Police work has changed dramatically in recent years, with new legislation, new threats and new technology bringing increasing pressures on those that work in frontline law enforcement. In a large modern city like Liverpool, the challenges are even greater. Having a team of in-house experts to deal with any communications issues that may arise is a great relief – and a great practical help – to the men and women who police the Merseyside region.

“We have an excellent relationship with the Arqiva team, because they understand what we do and the way we work,” says Robbie Johnson. “The officer in the field isn’t a technical expert – and it isn’t their job to be. They just want to be sure that their radio will work when they need it, and if they have any problems, they know where to go to get it fixed. What’s great about having the Arqiva guys in-house is that they are a face, someone the officers know and trust, rather than an anonymous call centre agent who has no idea of the kind of pressures we’re up against.”

### A balanced act

Outsourcing arrangements are always a delicate balancing act. Where staff from the outsourcing agency are working in-house with the customer, the association comes under even greater scrutiny – the fear of divided loyalties can undermine a working relationship before it has even started. At Merseyside Police Headquarters, such concerns are nowhere to be found. Merseyside Police has a team of experts it trusts implicitly to deliver radio communications it can rely on and back-up whenever needed. In turn, the Arqiva team can use the intimate knowledge it gains from working alongside the police to improve the service it offers.

Effective communication is at the heart of any large organisation. The relationship between Arqiva and Merseyside Police is built on the premise that if the lines of communication between them are always open, the police officer in the field will always be in touch.

### Managed Airwave services from Arqiva

Arqiva has a proven track record of providing managed communication services to public safety organisations throughout the UK. To find out more about how we can help you, please call 0845 650 4020 or visit [www.arqiva.com](http://www.arqiva.com).



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