

West Yorkshire Police Choose OpenText Document Management, eDOCS Edition

OpenText “locks up” vital police documents

Industry

Law Enforcement

Company



Business Challenges

- Need to service information requests in real-time
- Requirement for secure access and sharing of electronic information
- Overall efficiency improvement
- Implementation of robust business process management
- Cost reductions through reduced storage demands

Business Solutions

- OpenText Document Management, eDOCS Edition

Business Benefits

- Real-time access to service information requests
- Improved secure, shared access to information
- Enhanced document and records tracking with audit trail
- Increased productivity with reduced processing times
- Decreased storage requirements—reducing overall storage costs

A progressive police force, West Yorkshire Police prides innovative policing and being at the forefront when it comes to improving the local area through crime reduction and road safety improvements.

Each week, West Yorkshire Police deals with hundreds of traffic incidents, ranging from the issuing of parking tickets to dealing with serious road traffic incidents. Through innovative policing and the use of information technology, the force aims to increase efficiency and reduce the number of fatalities and serious injuries on the district's roads.

The need for real-time information

The Central Process Bureau deals with all fixed penalty notices and document producer slips issued throughout the county. On average, the unit deals with around 95,000 tickets each year. Each ticket has to be manually logged in numerical order for the month it was issued. This procedure was often prone to human error, causing problems later on with case queries, as the unit managed forms from 14 divisional stations and often had to retrieve and attach corresponding information to each case.

This process was also extremely lengthy and had an impact on the quality of customer service and response time. As the volume of tickets increased over time, the Bureau was starting to experience issues with storage space as well as the associated costs of managing and filing paper-based documents.

After realizing the need for a more efficient system, West Yorkshire Police visited East of Scotland Water, a publicly owned water company, who had already installed FastForm Ticketing Management from Clarity Information Solutions Ltd. (a program used by Police Forces to process road traffic offence documents) with OpenText Document Management, eDOCS Edition (eDOCS DM). The force instantly recognized the benefits of using the OpenText Document Management (DM) offering in conjunction with FastForm to better manage their Central Process Bureau.

Integrating eDOCS DM means immediate access to essential documents

In February 2007, West Yorkshire Police went live with FastForm, which integrates with eDOCS DM. The solution now manages all the documentation, both electronic and paper based, produced by the Bureau and relating to fixed penalty offences.

The FastForm component of the solution provides image scanning to capture and store documents electronically. It has been deployed along with eDOCS DM at ten UK police forces, primarily within Safety Camera Partnerships, Central Ticket Offices, and Central Process Bureaus.





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Beverley Rogerson,
File Progression Officer at West Yorkshire Police Force

The solution automates the capture of documents by the police, providing the force with immediate access to all documents and case histories.

“Prior to the implementation, managing all the paper documents was a very time-consuming and inefficient activity. It was also prone to human error with documents being misplaced, which impacted directly on customer service and prosecutions,” says Beverley Rogerson, File Progression Officer at West Yorkshire Police Force.

Empowering staff to offer efficient, progressive law enforcement

To date, West Yorkshire Police has over 40 users currently utilizing the solution. On ease of use, Rogerson comments, “The solution was very easy to learn, and after receiving a small number of short training sessions, no one in the department wanted to go back to the old system. It’s so easy to search for a case and answer a query that a return to the old way of working would be unthinkable.”

The solution now enables the Bureau to deal with customer and police inquiries in real-time, when previously it could have taken hours or even days. In turn, this has increased productivity within the department as staff is empowered to offer an efficient service.

The Bureau has also been able to address its growing issue with storage and is currently outsourcing the back scanning of all its old fixed penalty notices and collision reports on to the system. “We are now able to utilise our office space for staff rather than filing cabinets, which makes for a far more pleasant working environment. It also means that we have one central system of information, which offers us significant benefits—such as improved efficiency, reduced response times to police, the public, and other agencies, as well as a reduction in human error,” says Rogerson.

West Yorkshire Police is already looking to extend the OpenText solution to other areas of the force. “By using the solution, we have been able to free-up staff and utilise their skills to allow the department to take on additional jobs and responsibilities. This alone has enabled us to experience a high level of return on investment at this early stage,” concludes Rogerson.

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