

The Client
Police Scotland

Sector/Main Activities
Central Government

Location
500+ sites across Scotland



**POLICE
SCOTLAND**
Keeping people safe
POILEAS ALBA

"Capito have once again proven themselves as a trustworthy and reliable partner.

Flexibility isn't just a buzzword in this case, they have been exceptionally responsive to customer requirements.

It isn't just about getting PCs on to desk, the question is, do you trust the deployment techs to represent your project to your end-user while doing so?

Capito have been consistently excellent in this regard."

*Operations and Support Team
Leader, Digital Division*
Police Scotland

The Background

Police Scotland is the second largest force in the UK (after the Metropolitan Police) and is responsible for policing across the whole of Scotland. There's a workforce of 23,000 officers and staff across some 28,168 square miles, covering a third of the United Kingdom's landmass with a unique range of urban, rural, island and remote communities.

The Scottish Police Authority (the SPA) had a requirement for the provision of professional services support to assist in the build and physical rollout of approximately 2000 desktop client machines across the country.

Due to budget deadlines, Police Scotland required additional logistics and resources to complete this project on time.

Having had previous experience and engagement, Capito was selected as a trusted and reliable partner.

The Solution

The specialist services delivered by Capito included:

1. Delivery of equipment from Capito to Police Scotland central build facility.
2. Provision of build centre engineers at Police Scotland build facility.
3. Logistics for the redistribution of desktop devices from central build centre to the individual sites.
4. Provision of on-site desktop engineers to undertake desktop installations and de-install legacy devices.
5. Logistics to remove return legacy desktop devices from individual sites and return securely to Police Scotland for further processing
6. Project Co-ordination to co-ordinate all Capito resources and logistics and point of contact to interface with Police Scotland's project team.

The Outcome

This project met its target of deploying the desktops to the budget deadline.

Capito provided a consistent service experience that was predictable for end users across the eight former regional police forces in Scotland.