

The Client
Police Scotland

Sector/Main Activities
Central Government

Location
500+ sites across Scotland



"In the delivery of Project Alliance, Capito have 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."

Head of ICT Operations
Police Scotland

The Background

Police Scotland required a trusted and reliable partner to work with their ICT team to deliver their National Desktop Programme.

With over 500 sites, they needed a partner with a strong track record of deploying large volumes of devices to multiple secure sites and the ability to provide a positive customer and end user experience.

The Solution

Capito was selected due to their considerable expertise in delivering End User Computing services of this scale, and their flexibility coupled with their experience in providing security cleared resources.

Capito delivered a coordinated deployment service for almost 13,000 desktop devices, meeting Police Scotland's schedule throughout the programme.

The Outcome

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

The services delivered by Capito included:

- Secure insured bonded storage of devices
- Coordinated logistics to build centres
- Imaging and Asset Register Management Information of devices at build centres
- Delivery to site and end user device installation on-site
- Deinstallation of legacy devices, secure recovery to central stores and supporting Police Scotland's policies around management of sensitive data
- Project management
- Project coordination and scheduling
- Site Asset Reporting of new and legacy PC and laptop equipment.

All activities are underpinned by Capito's ISO accredited Quality, Environmental and Information Security Management Systems.