civica

The Power of Information

Intelligence-led enforcement solutions

Civica can significantly increase the ability of law enforcement organisations to deliver improved policing

Delivering Improved Policing

Effective policing depends on information – in the right place at the right time. Working with Police Forces, Local Authorities and security teams across the UK, Civica is delivering a range of software and services to help clients tackle crime and bring about safer towns through the effortless gathering and handling of information.

Civica has been serving the law enforcement community for almost two decades. Our solutions help organisations harness the power of information, through integrated camera and computer technology, mobile computing and fast, easy access to police networks and agency databases ... anywhere, at any time.
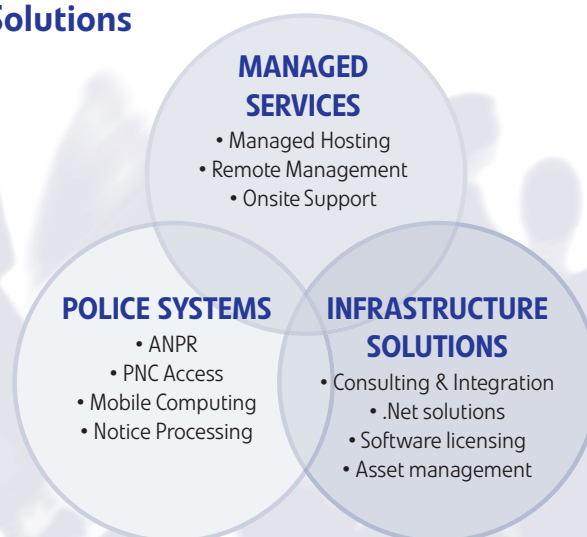
Information Mobilisation

Integration is key to operational effectiveness. That's why Civica designs and implements solutions that connect people and systems. Solutions that integrate new technologies with existing applications and databases to improve access to, and availability of, information. These systems increasingly feature the integration of CCTV and Automatic Number Plate Recognition (ANPR) with mobile and browser technology to unlock intelligence and increase mobility and coverage. As a Microsoft Gold Certified Partner, Civica also ensures that IT infrastructure is aligned with business drivers to provide a platform for efficiency.

Information mobilisation. It means secure and effective day-to-day sharing of information and crime-fighting intelligence. Something that Civica is delivering to help forces achieve:

- Rapid and effective response
- Improved detection
- Greater operational efficiency
- Reduced cost and risk

Microsoft
GOLD CERTIFIED
Partner

Windows Server 2003

Integrated Solutions

MANAGED SERVICES
- Managed Hosting
- Remote Management
- Onsite Support

POLICE SYSTEMS
- ANPR
- PNC Access
- Mobile Computing
- Notice Processing

INFRASTRUCTURE SOLUTIONS
- Consulting & Integration
- .Net solutions
- Software licensing
- Asset management

Intelligence–led Enforcement Solutions

Clients can take advantage of Civica's complete solutions framework or select from a broad range of services. These include professional and managed services and software licensing, in addition to specialist Police applications. Assured of high performance and equipment independence, customers can focus on core priorities whilst Civica supports and manages the technology around the clock.

> " *We carried out a detailed procurement procedure, testing each ANPR system during operations. Civica was chosen based on the performance of the system and because it provided an effective, value for money solution to our needs. Civica's ANPR will ultimately assist us in identifying and reducing the number of non-licensed vehicles in Britain, ensuring safer roads for everyone.* "
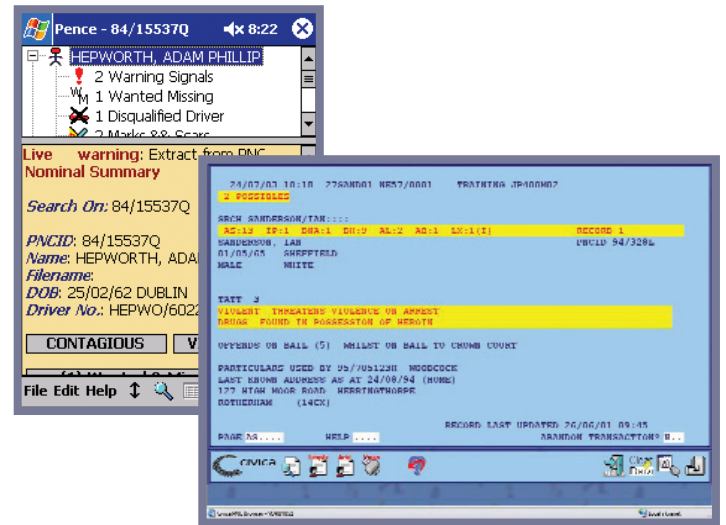>
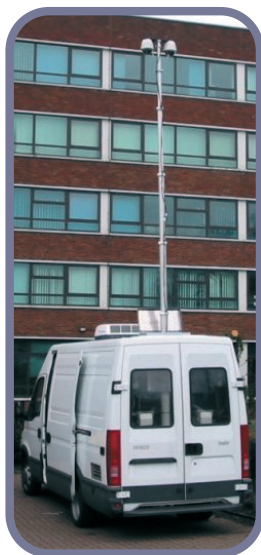> *Nigel Wight, Enforcement Projects Team, Vehicle and Operator Services Agency*

PNC Access

With over 25,000 licences in use, S-Term is the most widely used terminal emulation package for access to the Police National Computer. With proven gateway technology for both PNN and CJX, and a track record of innovation, Civica delivers the most comprehensive access options including:

- e-PNC – high performance access via a standard web browser interface
- LYNX – system interface allowing third party applications such as Command and Control, ANPR and Custody to interface with the PNC
- PeNCe - mobile access for laptops, tablets and PDAs

Left: PeNCE.   Right: e-PNC Browser.

Left: In car dash mount.
Right: CCTV/ANPR Surveillance vehicle.

Automatic Number Plate Recognition

Civica has been at the forefront with this powerful tool for years. Whether overt or covert, our systems are widely used in static, portable and in-vehicle operations to provide rapid response and improved detection. Industry-leading software delivers read rates in excess of 98% for traffic travelling at up to 100mph. Captured plates can be checked against any number of databases, triggering a variety of actions. Monitoring multiple lanes of traffic in hot, cold, dry or wet environments, day or night, Civica's ANPR works when and where needed.

Vehicle Enquiry Manager (VEM) software supports a range of Civica and third-party ANPR solutions in over half of the UK's Police Forces and many other organisations. VENOM, Civica's latest 32-bit Microsoft .NET version, is scalable from stand-alone laptop deployment to large, multi-server architectures with many cameras and integration with existing CCTV systems. Then it continues with Working with other industry-leading products, VENOM can be deployed in a variety of fully integrated ANPR solutions:

> *We needed a mobile ANPR system capable of high recognition rates for improved detection and rapid response. We chose Civica for its combination of specialist skills and experience of working with police forces. Civica has integrated its high performance system into several Nottinghamshire patrol vehicles, but moreover has delivered a solution that provides a platform for growth and protection of our financial investment.*
>
> *Trevor Garrett, Police Constable, Nottinghamshire Constabulary*

- **PANTHER** - a rugged, multi-lane solution based around a Windows laptop, this system can support multiple infrared, colour or monochrome cameras without experiencing the performance degradation common in some portable systems

- **CHEETAH** - a fully e-marked solution built for vehicle deployment. Typically installed in patrol cars, the system can be fitted permanently or on a removable frame allowing transfer to another vehicle and hence essential vehicle maintenance with minimum operational disruption

- **COBRA** – an integrated CCTV / ANPR solution deployed in a van, with a number of configurations that typically include hydraulic mast, onboard "whisper quiet" petrol generator, overt or covert livery, multi lane ANPR and video recording in a comfortable, secure working environment

- **SENTINEL** - a turnkey, fixed camera solution designed to monitor specific sites. The system can be installed at the roadside, in car parks or at traffic control points such as ports and borders, and includes design, cameras, civil engineering, installation, video transmission media, database checking and alert facilities

Ticket and Fixed Penalty Notice Issue

By moving from paper notebooks to handheld PDAs, Local Authorities have able to issue high volumes of parking tickets electronically at the point of offence without creating a data input problem for the back office.

A leading supplier of IT-based parking enforcement services, Civica has been successful in helping Councils migrate from pen and paper to PDA.

The company can bring that experience to bear in helping Police Forces who are now facing a similar problem with a potentially large increase in the number of fixed penalty offences to be enforced, including:
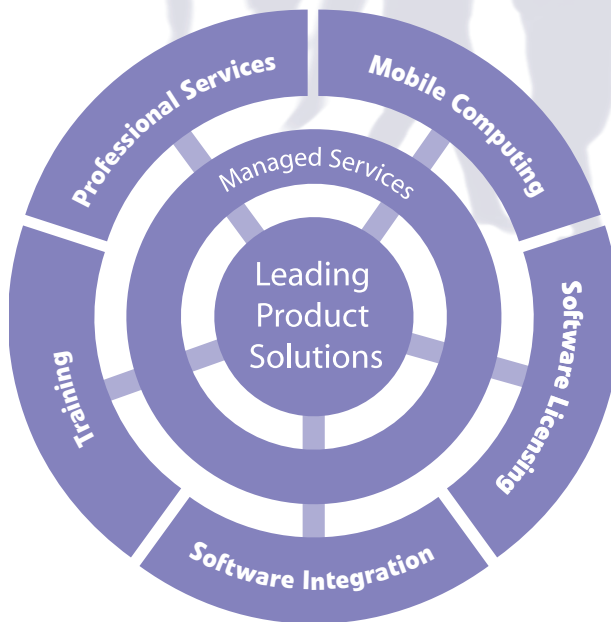
- Handheld and vehicle-mounted offence recording and notice printing
- Integrated PNC check capability
- Real-time or 'end-of-shift' automated download of offence details
- Back-office data and collection management with automatic still image and video-based offence footage processing

Managed Software Solutions

Managed Services

Civica has the skills and experience to manage applications and infrastructure to predictable service levels and costs. From remote monitoring to managed hosting, the company handles critical systems, both at its resilient data centre and onsite. Through a dedicated support team, Civica is helping to deliver service performance that allows its customers to keep pace with technology whilst remaining focused on managing results.

Professional and e-Government Services

The company provides a range of professional services, placing great emphasis on developing a detailed knowledge of each customer's business. Looking beyond technology into people and processes, Civica uses proven methodologies to cost-effectively harness the potential of IT and to deliver benefits of increased efficiency, improved productivity and reduced operating costs. The company is also helping customers achieve e-Government targets, through practical solutions including portal services and CRM.

Software Licensing

Civica, with its GCat status, is one of the foremost licensing organisations in the UK, with top accreditations from vendors including Microsoft, IBM, Adobe, CA, Network Associates and Macromedia. With market-sector teams, expert on products, licensing schemes and compliance management, and an industry leading licensing portal www.licencetoclick.com, customers can rely on Civica to provide the software, the service and the support they need.

"With increasing demands on the service, it is essential that effective technology is deployed intelligently to enhance operational policing. This is what we have come to expect from Civica."

Sergeant Paul Hawkins,
Derbyshire Constabulary

CIVICA

It Helps to Have an Experienced Partner

Law enforcement organisations are under constant pressure to deliver improved policing with greater efficiency. Whether sophisticated or simply practical, information technology is key and an effective ICT strategy is therefore critical. In the delivery of that strategy, enforcement agencies need a reliable technology partner they can trust, one that understands the business and has the ability, capacity and expertise to deliver a solution rather than simply a product.

Civica's unrivalled breadth and depth of experience makes it the partner of choice. The company has been delivering enforcement solutions to the criminal justice and wider security market since the mid 1980s. A combination of specialist applications skills, in-depth sector knowledge and leading IT services expertise help clients to deliver improved services and better performance.

Civica Services Ltd, a wholly owned subsidiary, is an approved Prime Contractor for software in the UK Government's GCat procurement catalogue, and also supplies software under framework agreements with ACPO and the LGA.

Mobile ANPR.

Derbyshire Constabulary

Civica has integrated ANPR systems into patrol vehicles in Derbyshire, and is delivering ruggedised laptop systems with infrared cameras. These incorporate mobile communications to connect with existing back-office applications.

South Yorkshire Constabulary

South Yorkshire Constabulary was the first UK constabulary to pilot Civica's web browser PNC access. The system provides flexible, high performance access using approved validation to log into the PNC database for efficient response.

London Borough of Redbridge

Civica has delivered its CCTV/ANPR surveillance vehicle equipped with on board generator, extendable 4m CCTV mast and two-lane ANPR systems. Bringing together powerful CCTV and ANPR technologies in a comfortable, safe and effective package, allowing intelligent vehicle identification and CCTV surveillance wherever and whenever it is required.

Civica supplies 47 out of 53 UK Police Forces.

A launch partner for Microsoft's Windows Server 2003, with some of the first live users in the UK, Civica is well positioned to help customers achieve the benefits offered by integration across a common, flexible infrastructure.

Civica is one of the UK's most experienced specialist providers of software and services to the public sector. The company has an unrivalled track record of delivering managed software solutions in the UK, Australia and the USA, to local authorities, enforcement agencies, healthcare and education establishments, as well as a number of blue-chip companies in the private sector.

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