

risual

risual

North Wales Police

Sharepoint

risual

# the customer

## overview

### Customer

North Wales Police

### Website

[www.north-wales.police.uk](http://www.north-wales.police.uk)

### Number of employees

Approx 2600

### Country or region

North Wales, United Kingdom

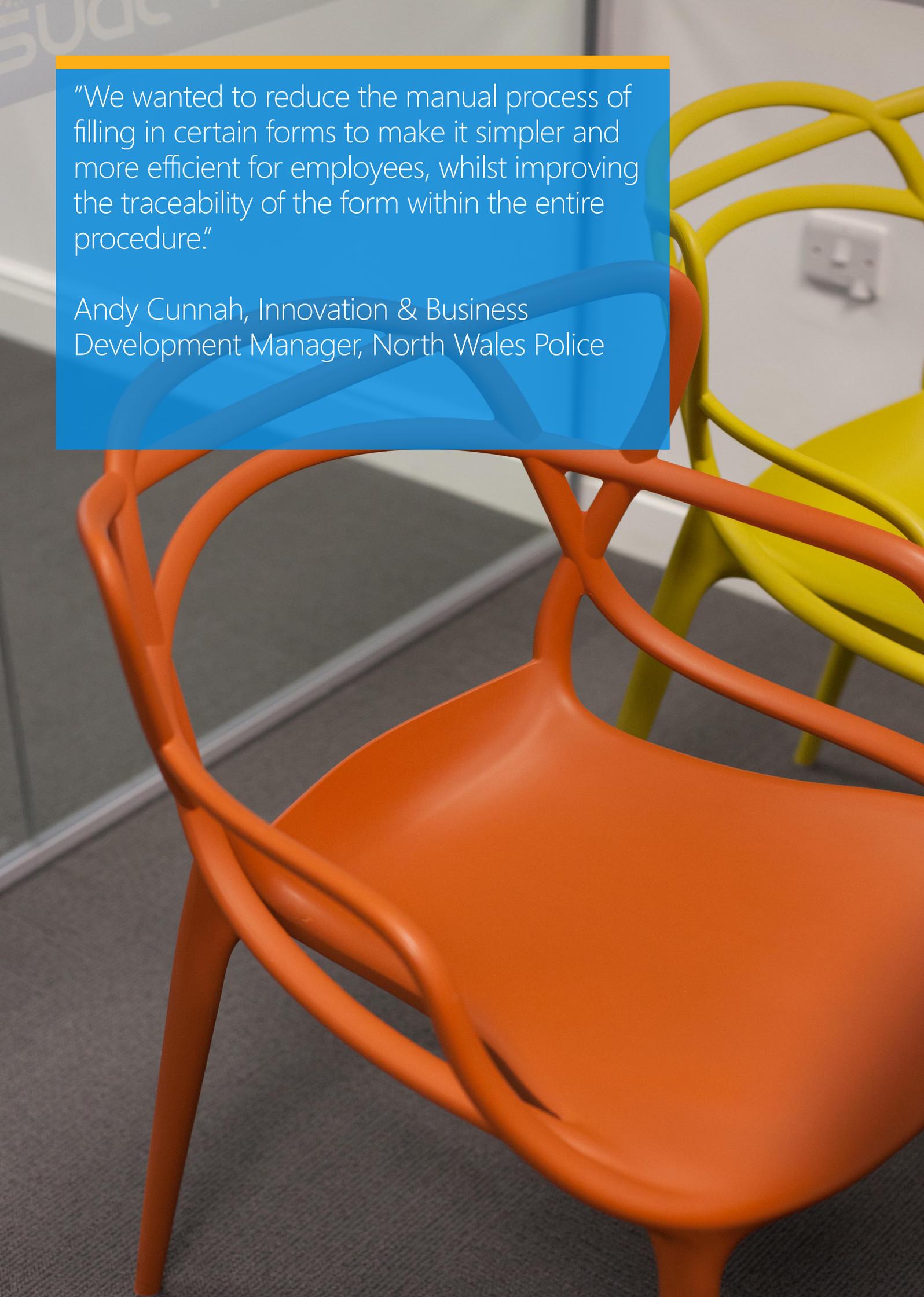
### Industry

Public Sector

### Customer profile

North Wales key priorities are maintaining trust and confidence from the public, reducing and resolving crime, and protecting the public and reducing harm.





"We wanted to reduce the manual process of filling in certain forms to make it simpler and more efficient for employees, whilst improving the traceability of the form within the entire procedure."

Andy Cunnah, Innovation & Business Development Manager, North Wales Police

# the problem



Filling in paperwork is a necessary part of the police service's role but can inevitably be time consuming. North Wales police were looking to improve on one of their manual information capture procedures for registering gifts and hospitality received and also collating employee business interests outside of their police roles, which were time consuming, required multi stage sequential feedback and made it difficult to track the stages of the process. Furthermore, the form was complex, requiring different types of information depending on the type of business the employee was involved in. North Wales Police wanted to reduce the level of administrative involvement, enabling a more "self-service" approach for its employees and to reduce the manual handling element, which was proving inefficient and ineffective.



## change of business needs



Andy Cunnah, Innovation & Business Development Manager at North Wales Police comments: "Much of policing involves the completion of paperwork, which can impact on the time that officers and support staff spend on delivering a vital service to the community. We wanted to reduce the manual process of filling in certain forms, such as the business interest one, to make it simpler and more efficient for employees, whilst improving the traceability of the form within the entire procedure."

# the solution

As North Wales Police had an existing Microsoft Enterprise Agreement with Microsoft, risual were able to utilise the existing investment in Microsoft SharePoint technology to develop a self-service InfoPath based solution. The “out of the box” features afforded by SharePoint meant that development time was kept to a minimum, but enabled forms to be produced that incorporated the various sections required for not only the different types of businesses, but also the different form types required by a variety of authorising personnel.

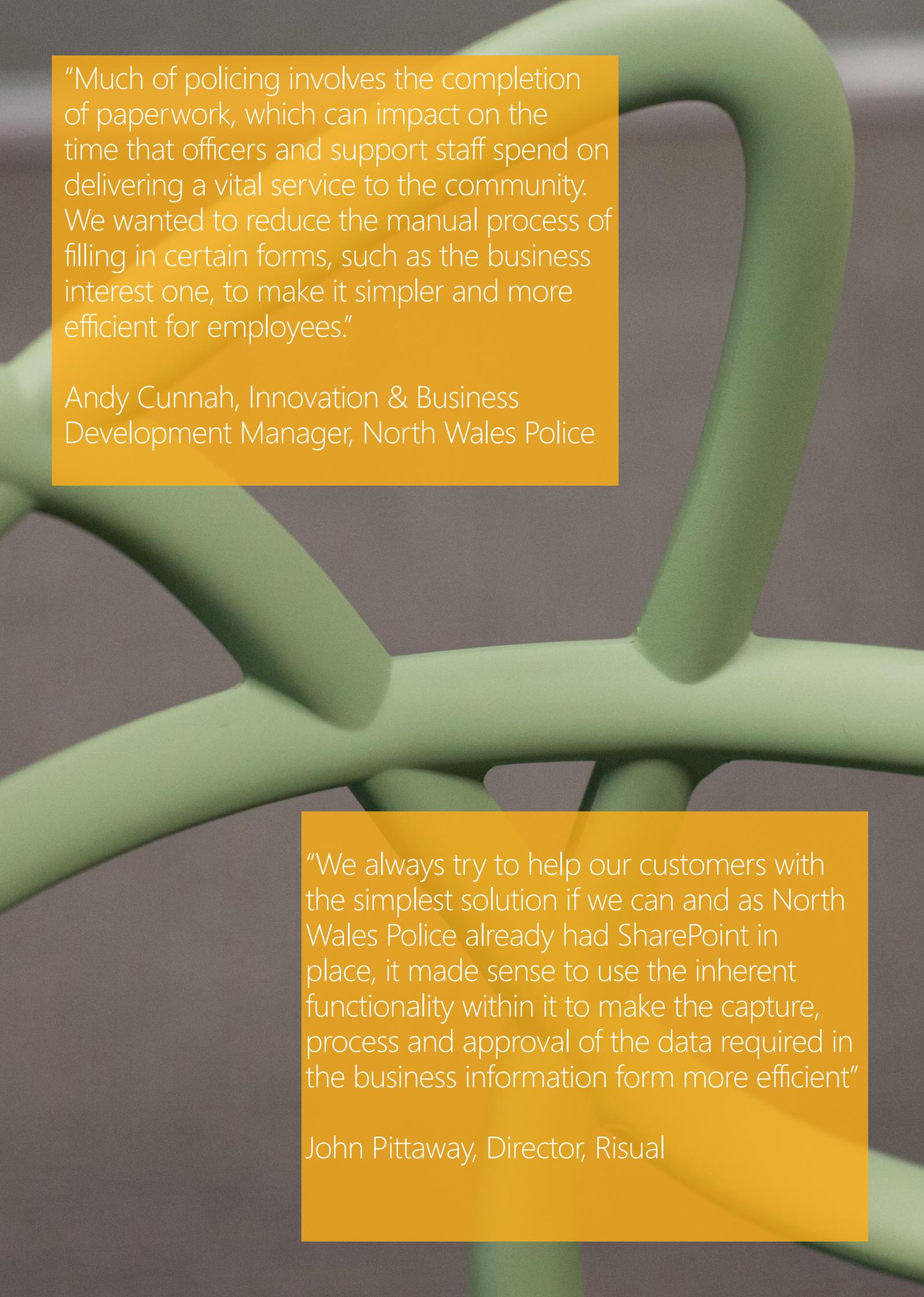
SharePoint was the perfect platform, with the addition of some custom coding to allow the form to be validated, for a simple yet effective solution from Risual. The procedure was reviewed and risual were able to create a number of workflow processes to cater for the different stages in the approval chain, delivering the form to the next stage in the chain once the predetermined requirements had been met. An important part of the solution was to incorporate a reminder and notification element to ensure that efficiency and timeliness were delivered from each person throughout the varying stages.

In addition, the customisation of list views only allowed the officers to access their own form and restricted access to amendments whilst the form was transitioning through the process. However, the overarching department were able to view all forms completed, and at which stage of the process a particular form might be.



# benefits

- Implementing the above solution has enabled North Wales Police to use a more streamlined way of gathering and processing officers' business interests.
- North Wales Police have streamlined their process. Being able to capture and process business information in a more streamlined way has saved time and valuable resource.
- Improved visibility utilising existing technology adapted by risual. By utilising the existing Microsoft SharePoint solution with its inherent functionality, North Wales Police have a more holistic view of all the forms which are being processed as well as being able to store them in a central location, making access to the information simpler
- Improved efficiency through form intelligence. The new solution only asks for information that is relevant to that particular officer and so is more efficient and less time consuming for officers to complete, enabling them to spend their time more effectively delivering visible community policing.



"Much of policing involves the completion of paperwork, which can impact on the time that officers and support staff spend on delivering a vital service to the community. We wanted to reduce the manual process of filling in certain forms, such as the business interest one, to make it simpler and more efficient for employees."

Andy Cunnah, Innovation & Business Development Manager, North Wales Police

"We always try to help our customers with the simplest solution if we can and as North Wales Police already had SharePoint in place, it made sense to use the inherent functionality within it to make the capture, process and approval of the data required in the business information form more efficient"

John Pittaway, Director, Risual

## Contact

w: [www.risual.com](http://www.risual.com) e: [sales@risual.com](mailto:sales@risual.com) t: 0845 680 0077 f: 01785 226555