



Metropolitan Police

Communications Services for the Metropolitan Police Service

The Metropolitan Police Service (MPS) has a worldwide reputation and has a unique place in the history of policing. It is the largest of the police services operating in the UK. Sir Robert Peel founded the Metropolitan Police Force in 1829.

The customer

The original establishment of 1,000 officers policed a seven-mile radius from Charing Cross and a population of less than two million.

Today, the MPS employs 31,141 officers, 13,661 police staff, 414 traffic wardens and 2,106 Police Community Support Officers (PCSOs), and since the realignment of police boundaries in April 2000, it covers an area of 620 square miles and a population of 7.2 million.

The MPS is a large organisation with a complex command structure that reflects the diversity of the tasks it is expected to undertake. From day-to-day policing of London from 32 Borough operational command units (BOCUs), right through to intelligence, security, protection of politicians, embassies and royalty, traffic and transport, and the investigation of certain categories of serious crimes, including racial and violent crime and terrorism the MPS certainly has a lot to handle.

telent's Role

To provide an effective service, the MPS must be able to communicate and co-ordinate all of its operations. To do this, the MPS established the C3i programme. C3i stands for Command, Control, Communication and Information and is the name given to an organisational change programme which helps deliver improvements to their command and control systems, communications (both with the public and within the MPS), and the way information is managed.

As part of the C3i programme, the MPS needed to integrate all of their 32 Borough control rooms, the emergency service, telephone operator centres and special events and incident support services. These services were brought together to make the new Central Communications Command (CCC).

The Integrated Communications Control System (ICCS) developed by Frequentis, an Austrian-based communications and information systems company, now supports the MPS's new CCC function. CCC is a longterm solution to the massive growth in demand via 999 calls for policing services. The MPS's 32 Borough based control rooms, the emergency 999 service, telephone operator centres, special events and incident support services were consolidated into a new service operated out of three buildings across London.

telent is Frequentis UK's service partner and provides full outsourced support services for the MPS ICCS.

Solution

The solution provides a decentralised and modular system architecture that scales from small system to large centres. At each of the CCC sites, the solution comprises:

- ICCS with Voice Switches, Operator Working Positions, Radio and Telephone Interfaces, a Management System and Interfaces to a Voice Recording System
- CCTV with Video Matrices, Audio Matrices and PC Servers running TVNPbased video management software.
- IT Infrastructure with Data Switches, Routers/Firewalls and Cabling

As part of an eight-year contract, **telent** began delivering its support services to the MPS and the City of London Police (CoLP) in October 2005, providing Frequentis, the prime contractor, with full outsourced support services for the respective Police Services' ICCS and CCTV systems.

The **telent** scope of supply included:

- Project Management: Risk analysis, project planning, procurement, logistics, customer reports & audits, key milestone reviews and exception reporting as required.
- Design/Implementation: Fixed and wireless LAN, pre-staging, site installation, customer design reviews/workshops, safety reviews/audits, EMC and the development of automated configuration tools.
- Surveys/Audits: Off-site RF analysis, site surveys, installation design and post deployment audits.
- Test/Acceptance: Systems proving, system integration, and site acceptance – local hub rooms tests, main hub rooms tests, fixed and wireless networks functional tests, WLAN coverage tests, network management tests and integration test.

telent delivered the solution 3 weeks ahead of schedule and now supports the network over a 10-year period, in partnership with LogicaCMG UK Limited and IDX Systems Corporation whom provide UCLH's IT outsourcing.

telent provides these services from its London based Secure Service Centre (SSC), which monitors the entire network remotely and onsite, at the various MPS areas of responsibility utilising a dedicated team of engineers and support staff. Cisco equipment is used to provide secure remote connectivity to the **telent**'s SSC, where Simple Management Network Protocol (SNMP) based management using WhatsUp Gold provides real-time visibility into the status and performance of the network.

The deployment stage of the project was completed in September 2007 when the MPS successfully transitioned the last of its 32 Borough control rooms onto the new ICCS system, with **telent** being crucial to the successful delivery of both the project and inlife maintenance as the customer accepted systems into service.

On 4 December 2006, **telent**'s partner, Frequentis, was awarded the first Certificate of Commendation by Deputy Assistant Commissioner, Ron McPherson. The award is for outstanding professionalism and commitment to the MPS in successfully completing the ICCS phase 1 and 2 migrations and meeting operational requirements.

telent has a support contract in place which is due to run until March 2014.

ICCS Support Services

- Technical Service Desk
- 24/7 Corrective and Preventative on-site maintenance
- Configuration management
- Trend analysis
- Asset and spares management
- Performance Management
- Support of 740 ICCS work positions at 3 Command and Control Centres, CoLP, Heathrow Control Room, Royal Palaces (London & Scotland), Sporting Stadia and various other operational units throughout London
- Interfaces include: CCTV, Airwave TETRA radio, Legacy analogue Radio, Telephony, Information Technology (IT)

"**telent** is very pleased to have been chosen to provide such a critical service for Frequentis and the MPS," commented David King, Head of **telent** Enterprise Services' Emergency Services division. "We are committed to working with Frequentis and the MPS in true partnership, with the goal of ensuring the system allows the end users to work to their maximum efficiency and availability."

"We believe this control system is one of the largest deployments in Europe," said John Gurney, UK Managing Director for Frequentis. "We are proud to work with **telent** on this project and look forward to delivering this contract, supporting one of the most famous police forces in the world."

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