

android 

West Midlands Police streamlines frontline work with Android Enterprise



West Midlands Police has saved its frontline officers over 1.8 million administrative hours in the last year



West Midlands Police is responsible for public safety services for a metropolitan area of more than two million people.

The organization sought a modern mobile solution with device choice, quick deployment, and powerful development tools to digitize workflows and reduce IT support time.

With a new fleet of 7,000 managed devices, the IT and Digital team has saved its frontline officers over 1.8 million hours over the last year in time that would have been spent on manual paperwork, device rollouts and in-person visits for technical support.

SAMSUNG



vmware
Workspace ONE

android

Efficient device management

Using VMware Workspace ONE, the West Midlands Police IT & Digital Team manages a mixture of dedicated devices that are segmented to best match with employee work needs.

Under a previous management system, it could take up to three hours to set up and have a device ready – now the process only takes 15 minutes.

Efficiency extends to device support. When officers need IT support, devices can be remotely controlled using Workspace ONE Assist, which has led to a 90 percent first-time resolution. Officers don't have to leave the field and head into the office - allowing them to focus on their frontline work and building community relationships.

By using a diverse set of Samsung devices, West Midlands Police was able to maximize the number of devices they could offer and remain within budget.

West Midlands Police officers now have a 90 percent first-time resolution for IT support requests.

“Android Enterprise is a massive time saver for device enrollments and support.

Our IT team saved 17,000 hours during a one-year period on device rollouts.

The average support call is now resolved in minutes as IT can remotely control and diagnose issues on the device. This process used to take up to 5 hours for officers to journey into the office for troubleshooting.”

Gregg Hudson,

Mobility Team Manager,
West Midlands Police IT & Digital Team

Smart, mobile solutions

As officers spend the majority of their day in the field, the IT team wanted to support this highly mobile work with apps that help save time from paperwork and calling into the office.

Android devices have quickly become an essential part of their work, as a trusted research tool and the key conduit to staying connected with colleagues.

By accessing the UK's Police National Computer service on their devices, officers can check details on individuals and vehicles instantly.

Time-saving accessories

The IT & Digital team has also enhanced the mobile hardware with peripheral accessories. Officers are also transforming their phones into desktop mode for longer-form report writing via Samsung DeX.



Building new applications



As the COVID pandemic unfolded, the IT team could update its procedure guide with the latest guidance surrounding best practices so officers always had this information at the ready.

The West Midlands Police IT & Digital team has built a strong portfolio of custom apps, modernizing other daily tasks and making essential resources available from their Android devices.

Key apps include:



Command and dispatch app



Digital report filing apps



Crimes records database



Internal directory



Real-time procedural guidelines

These applications have improved the officer experience by providing essential tools that save time and expand functionality. Report forms are filed more quickly and officers add images for additional context.

The total effect of these applications means less phone calls and trips back into the office, allowing more time for on-the-spot tasks.

A personalized experience

A key tenet of the West Midlands Police IT & Digital team philosophy is that the mobile experience should feel similar to using a personal phone. Employees have the freedom to use apps they need while selecting public apps they feel would benefit their work.

With managed Google Play, the West Midlands Police IT & Digital team lists specific public apps that employees can download. The team also assigns their internal apps by job roles to help everyone get the apps they need at enrollment.

Officers used the Police National Computer app on their devices for over 1 million searches in the past year - all instances that previously would have required a visit to a police station computer terminal or a call to the service desk.

“With our move to Android Enterprise, we’ve digitized many of our essential processes so that our officers on the frontline can look up information and perform other essential tasks instantly on their device. This has improved efficiency and saved officers hundreds of hours individually each year with tasks that used to require manual reporting.”

Alastair Gregory,

Head of Delivery Management,
West Midlands Police IT & Digital Team

Enterprise-grade security

As a public agency, West Midlands Police officers often collect and use sensitive data. Android uses multiple layers of security to safeguard sensitive data on the device and in transit. Google's collaboration with Samsung helps customers enable additional enterprise capabilities through Knox Platform for Enterprise on their managed devices.

Additionally, if a device is lost, IT admins can remotely wipe it and disable all access. Verified boot and Android system tools help prevent unauthorized access.

Let's get to work

Learn more about how to transform your organization with the power of Android at android.com/enterprise

