UNIFIED COMMUNICATIONS BENEFITS MATRIX

What will the new capabilities be? (enablers)	How will the business utilise the capabilities?	What are the expected results? (Benefits)	How will the results support the Police and Crime Plan?

Enablers (yellow):
- COLLABORATION TECHNOLOGY
  Presence
  Instant Messaging
  Video conferencing
  Desktop Sharing
- FOUNDATION FOR AGILE WORKFORCE
- WORKFORCE OPTIMISATION SOFTWARE (WFO)
- IN HOUSE AUDIO CONFERENCING FACILITY

Business utilisation (blue):
- COLLAR NO AS EXT NO - Phone number follows staff across force
- VIDEO CONFERENCING - utilised for meetings across various sites, multiple people and partnership working
- HOME WORKING/HOTDESKING - Communication solutions will be accessible from all locations
- FRONT COUNTERS- Telephony combined with Aspire will enable better communication and scheduling of resources
- SAFER NEIGHBOURHOOD SERVICE DESK - Improved communications between FCR desk and hubs - better scheduling of appointments and public contact
- DESKTOP SHARING/VIDEO COLLABORATION - Improved collaboration and opportunities for sharing information and documentation
- TRAINING - Utilise technology to deliver efficient and relevant briefings and training across multiple sites in efficient timeframes
- EFFECTIVE RESOURCE PLANNING - Increased capability to report on resources and demand for agents across force e.g. FCR, ISD Service Desk
- CONFERENCE FACILITY- For up to 5000 participants in force

Expected results / Benefits (green):
- CONSOLIDATION OF SUPPORT AND MAINTENANCE CONTRACTS
- UNIFIED TELEPHONY MODEL & REDUCED INTEGRATION COMPLEXITIES
- INCREASED TELEPHONY RESILIENCE - FCR & REMOTE SITES
- PLATFORM TO ENABLE FUTURE MOBILE WORKING STRATEGY
- PLATFORM TO ENABLE BETTER COMMUNICATION WITH PUBLIC THROUGH FUTURE TECHNOLOGIES AND MEDIA STREAMS
- ENABLE FUTURE ORGANISATION CHANGES & DELIVERY
- INFORMATION IMPROVEMENT EFFICIENCIES - Use of collar no - phonebook up to date, minimal admin to moves and changes
- REDUCE CARBON FOOTPRINT AND ASSOCIATED COSTS FOR ATTENDANCE AT MEETINGS ETC
- EFFICIENT COMMUNICATION AND COLLABORATION WITHIN NYP AND PARTNER AGENCIES
- REDUCED AUDIO CALL & CONFERENCING COSTS
- MOVE TO CURRENT TECHNOLOGY AND EQUIPMENT
- IMPROVED RESPONSE TO DEMAND

Police and Crime Plan support (purple):
- PEOPLE FIRST
- MORE WITH LESS
- FIT FOR THE FUTURE

VERSION 1.0

RESTRICTED