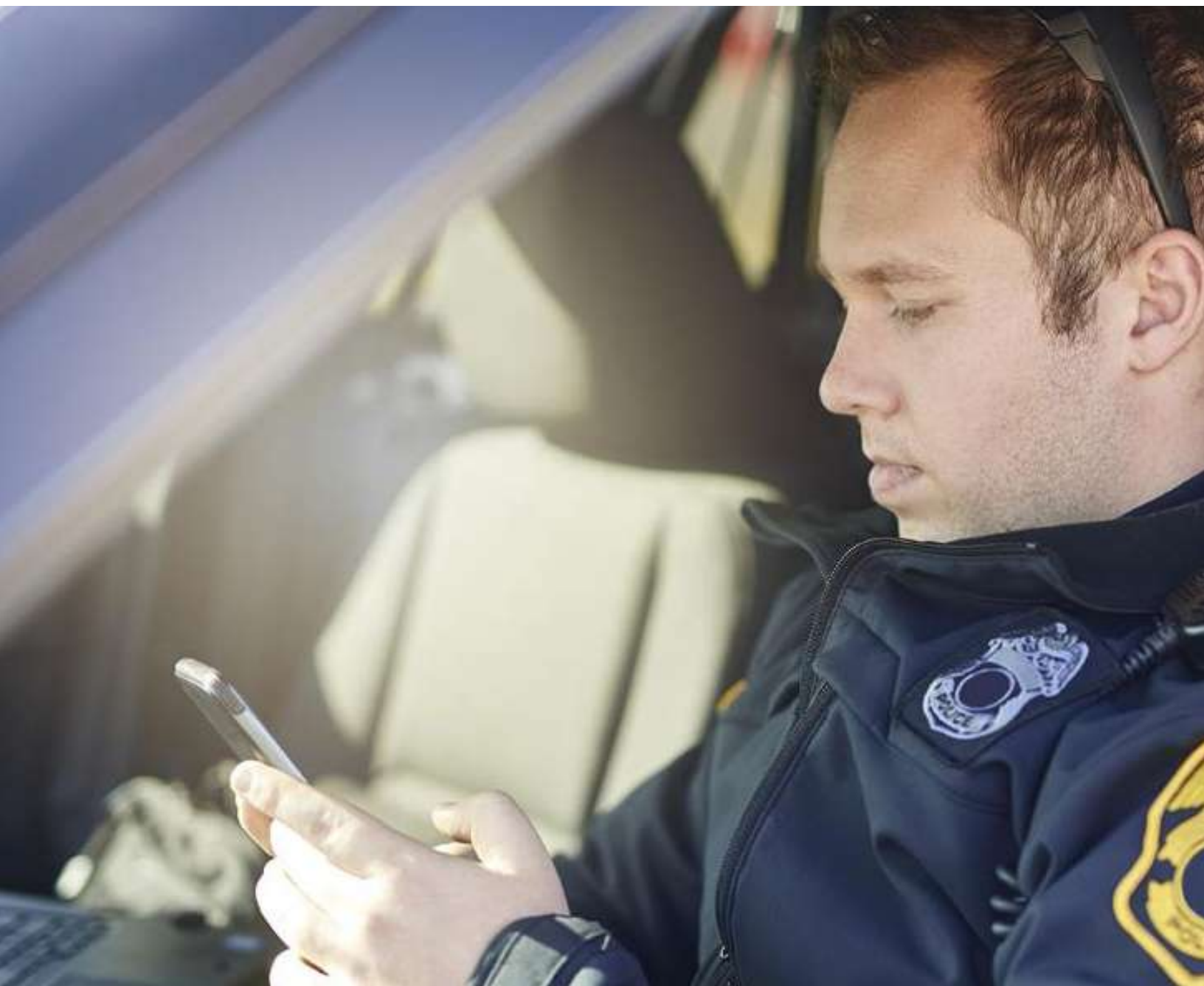




# Fuelling digital transformation in law enforcement with **Microsoft Teams**



As criminals use technology to commit more sophisticated crimes, law enforcement agencies have been increasingly relying on digital solutions to combat offences and protect residents. These rapidly evolving tools are changing the way law enforcement departments work and are being employed for a variety of reasons, such as:

- Capturing and analyzing data to identify trends.
- Facilitating the secure exchange of information.
- Enabling cross-agency collaboration.

Given that remote work is an intrinsic part of a first responder's job and police forces rely on the ability to communicate quickly and securely both internally and with external partners, it's crucial that agencies are equipped with the right technology. Having tools that enable fast and secure communication and collaboration ensures police forces can perform their jobs effectively, in turn helping them to keep communities safe.

## **The need: A better platform for connection and collaboration**

Law enforcement agencies need robust tools and solutions that enhance internal communication and support collaboration with external partners. A communication and collaboration platform should be easy to use while accommodating several needs, such as shift scheduling and data exchange, both internally and with other police forces. Given the highly sensitive nature of data being shared, tools must also address security and compliance concerns.

### **Internal communication and coordination**

Law enforcement agencies rely on the ability to communicate and share information easily in order to function effectively. Different roles in the agency depend on the right technological solutions to help them perform their jobs well:

- Patrol supervisors need tools that allow them to communicate with their squad, streamline workflows (such as scheduling shifts), and communicate with other jurisdictions.
- Patrol officers need tools that keep them informed on what's happening within their department and other agencies, and also help them manage daily tasks.

### **External collaboration**

As criminals become more sophisticated and mobile, crossing borders to perpetrate crimes, cross-agency collaboration is more important than ever. This means having the right tools in place to:

- Eliminate jurisdictional blind spots often exploited by criminals by enhancing interagency communication and collaboration.
- Enable real-time virtual police teamwork, which can lead to cases being closed faster (as opposed to collaborating post-incident).
- Provide easy and fast access to data, allowing for more situational awareness, in turn improving the safety of officers and residents.

### **Security**

Police forces' reliance on technology, the sensitive nature of data being shared, and an increased threat of cyberattacks, make it vital that any software and hardware solutions adhere to the highest security standards. Having best-in-class security is important to ensure:

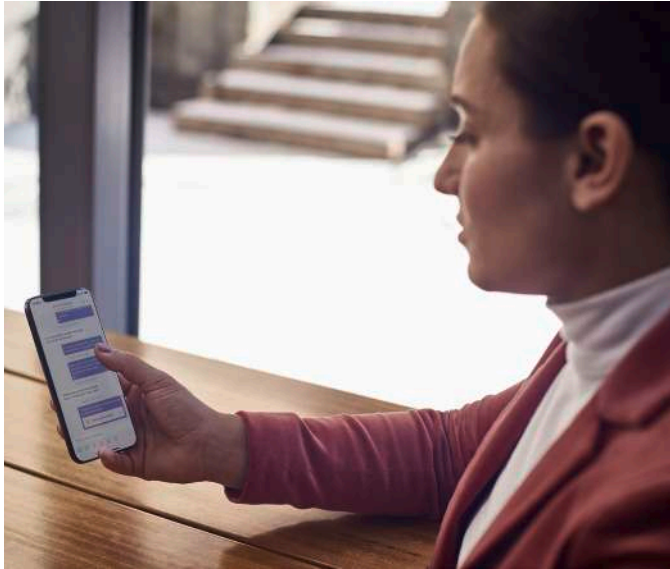
- Sensitive information is protected and the workplace is secure.
- Data is only shared with the right stakeholders.
- Documents and chat messages can be safely stored (in case they are needed for information requests).



## **The solution: Improved internal communications and external collaboration with Microsoft Teams**

By streamlining internal communications and workflows, and enabling cross-agency collaboration while complying to the highest security and compliance standards, Microsoft Teams is an all-in-one platform that is perfectly suited to the diverse needs of law enforcement agencies.





## How Teams ignited digital transformation for Belgium's national police force

The Belgian Federal Police, the national police force of the Kingdom of Belgium, needed a solution that would enable greater collaboration and streamline communications for its highly mobile workforce. With its secure, easy-to-use digital platform, Teams provided an answer, and the police force can now share information faster both internally and externally. "Our police officers depend on secure, mobile access to information and the ability to share that to solve crimes," said Wim Liekens, Director of Police Information and CIO at Belgian Federal Police. Teams' comprehensive platform addressed several of the force's needs, such as helping officers cope with a large volume of emails, calls, and meetings that increased workloads, travel time, and stress. With Teams, the force now has a single hub for teamwork, including chat, messaging, meetings, and file sharing. "Teams provides a great opportunity to go to a higher level in collaboration and communication between people, and with external partners," said Vincent Moreau, General Product Manager, Police Information and ICT, at Belgian Federal Police.

### Enhance connection and centralize communications

By centralizing communications in one place and allowing officers to access information whether they are in the office or in the field, Microsoft Teams meets several needs of law enforcement agencies:

- Officers can stay better connected no matter where they are. Using Microsoft Teams and other Microsoft 365 apps, mobile teams can access, share, organize and update documents remotely. Officers in the field on mobile devices can use Teams to join meetings or send real-time updates in chat. Officers can also stay up-to-date with chat – chats are threaded and contextual, enabling officers to quickly understand the context of a conversation, saving time and increasing productivity.
- By providing a consistent experience across devices, Microsoft 365 with Teams helps employees work from virtually anywhere, no matter what device they're on. Accessibility capabilities – such as speech to text and translation – are built right into Microsoft 365 with Teams, making it easier for everyone to create and consume content.
- Microsoft Teams provides a central hub for inter-office and intra-office communications, improving daily workflows. Patrol supervisors can use Teams as a hub for squad bulletins, scheduling and swapping shifts, inter-agency communications and communications with other jurisdictions. Patrol officers can use Teams to manage daily meetings and tasks, and to swap shifts.

### Enable cross-agency collaboration

By allowing agencies in different regions to easily share information in real time, Microsoft Teams improves the ability of police forces in various locations to co-operate and track criminals as they move across jurisdictions. Here's a closer look at how Teams enables cross-agency collaboration:

- Teams provides police forces in different regions with real-time information and insights. By bringing together disparate data into one common hub, Teams turns this data into actionable information.
- Police officers can connect from anywhere, at anytime, to access and share intelligence and keep cases moving forward. Police officers can co-author documents and securely share files, knowing sensitive data is protected with built-in security systems.
- Cross-agency teams can easily connect and meet in Teams – there's no need to worry about being available for in-person meetings, which keeps cases moving forward. Teams keeps lines of communication open through chat, call, meet, as well as a single space for shared files, allowing stakeholders at different agencies to provide input.



## How Teams helps U.K. police forces collaborate to fight crime

In the United Kingdom, an organization called the National Enabling Programmes (NEP) was formed in 2018 with the mandate of transforming policing in a digital world by delivering next-generation technology to the 43 county and municipal police forces across England and Wales. The NEP chose Microsoft 365 with Teams as the standard cloud platform for the various forces to engage in virtual police teamwork effectively and securely – and across borders. Now, all 43 police forces use the same tools to safely access and share information. “Thanks to Microsoft 365 security services, we have a robust, efficient practice for data sharing and collaboration across the country,” said Jason Corbishley, Chief Technology Officer for NEP. Replacing localized systems with a connected cloud platform has unified previously disparate systems and raised the standard of policing technology. With all forces having the same mobile access to a modern work environment, gaps in communication are eliminated, having been replaced with real-time data sharing. “With everyone using the cloud tools from Microsoft 365, we ensure all police forces can provide the same excellent operational service,” said Wayne Parkes, Programme Director of NEP.

### Securely share and protect sensitive data

With police forces storing and sharing highly sensitive data, protecting that data and ensuring it can't be accessed by unauthorized third parties is critical. Microsoft Teams creates a more secure workplace for law enforcement agencies by ensuring:

- Only the right users have the right level of access to information, by automatically blocking or limiting access if a user does not have the right permissions or their identity is not verified.

- Data is labeled and classified so it can be appropriately assigned with protection policies depending on the classification. With Teams, agencies can also encrypt, limit or block access to certain pieces of information.
- External partners can safely access information through guest access, which allows agencies to provide access to Teams, resources, chats, and applications to collaborate with partners outside their organization, while maintaining complete control over their organization's data.



## Microsoft Teams in different scenarios

Microsoft Teams can help promote productivity, improve internal and external efficiencies, and build public trust in a variety of different contexts, including:

- Incidents and investigations: Teams is a platform for information and data sharing, planning, and sharing situational awareness.
- Emergency response: Teams is a platform for planning response and recovery efforts related to emergency situations, and provides connectivity with external organizations.
- Community engagement: Teams can be used for live-streamed events to share the impact policing is having on community safety.
- Training: Teams can be used for training new recruits as well as existing staff, helping supervisors share content, track training, deliver assessments, and enhance learning opportunities through deeper engagement.
- Timesheets/Rosters: Teams is a platform for sharing rosters, shift information, recording timesheets, and providing locations for shift handover notes.

By streamlining internal communications and enabling secure cross-agency collaboration, Teams accelerates digital transformation for law enforcement agencies. This enables police forces to become more efficient and effective, ultimately helping ensure safer communities.

### Are you ready to kick-start your digital transformation?

Discover how Microsoft's Modern Work tools can help support your police force to do their best work in any situation in our virtual webinar:

<https://aka.ms/TeamsPolicing>