CASE STUDY – GLOUCESTERSHIRE CONSTABULARY

Gloucestershire Constabulary has successfully implemented CyberTech Pro recording solution to capture and store all telephone and radio communications in the force control room and police contact centre. A cutting edge ambient recording solution has subsequently been added.

Gloucestershire Constabulary, recognised as one of the best UK small forces in dealing with serious and organised crime, prepared the tendering documents for the selection of a new solution following a thorough needs analysis, which took into account the force’s current and future requirements. These included the increasing volume of TETRA radio traffic, the raising demands for copies of 999 calls for preparation of evidence files for the criminal justice system and the ability to meet the National Call Handling Standards through enhanced call handler assessment.

CyberTech UK Ltd. was awarded the voice recording contract, on the basis that CyberTech Pro recording platform meets all of Gloucestershire Constabulary’s sophisticated and detailed requirements for a resilient and reliable digital recording solution. Furthermore the force considered it as the best value solution available on the market. The XQ quality management solution, fully integrated with CyberTech Pro and supplied as part of the contract, will provide the force with a QM environment that can be used in conjunction with the force’s existing call handler assessment matrix for easily meeting the National Call Handling Standards.

“We are delighted with the CyberTech Pro recording solution as provided by CyberTech UK and with their assistance during the tendering and implementation process. The Activa team has been extremely responsive to our enquiries and requirements” – commented Mark Woodward, Police Sergeant at Gloucestershire Police.

“The solution has met all of our requirements and has already proved its value by saving a considerable amount of officers’ precious time in producing 999 tapes for court evidence and criminal investigations alone.”
Through CyberTech Pro’s intuitive browser-based interface and its ample search criteria, for the force locating a call is now a matter of minutes. The retrieved call can be copied onto digital media for the retention of maximum sound quality, or even immediately e-mailed to the requesting party, saving even more valuable time. Gloucestershire Constabulary is now actively working with the Criminal Justice Department, CPS and HM Courts Services to introduce a more efficient and higher quality digital reproduction method for audio-based evidence in the court rooms.

At a later date, CyberTech UK was commissioned to provide a cutting edge ambient recording solution within Gloucestershire Constabulary’s control rooms. Proximity microphones are to be invoked during major incidents in order to record commands that are issued and discussions which take place within the control room and which cannot be captured over normal communication systems. The incident is recorded continuously so that a real time playback of the entire incident, including all telephony and radio traffic (if recorded separately) can occur when replayed through the CyberTech recorder ‘Incident replay application’. The recording can then be used to identify any operational improvements which may be required during such major incidents.

Police Sergeant Mark Woodward commented: “CyberTech UK have worked hard with us to expand functionality according to the ever changing Constabulary requirements. We are moving to a Raid 5 archive system that provides the potential for storage of a rolling 7 years worth of immediately available online recordings. We are experiencing increasing demand for older material to support high profile cases and the expansion will provide efficiencies and high quality service in support to the criminal justice process. We have also built into the recording platform a server with the XQ quality assurance suite of software. This is now in use to provide reporting on operator call taking skills, in line with National Call Handling Standards, and we are in the process of expanding its use to other functions within the department.”

CyberTech UK Ltd. specialises in the provision of quality management and performance improvement solutions to the contact centres, financial institutions, public safety operations and government organisations. CyberTech UK’s consultative approach aims at providing customers with the best communication infrastructure solution to meet their needs and deliver tangible return on investment (ROI). CyberTech UK’s product portfolio includes recording of voice and data interactions, quality monitoring, live agent coaching and support, e-learning, automated customer surveys and complete telephone infrastructures for both traditional and IP environments.

CyberTech International (www.cybertech-int.com) is a high-tech international company with more than 20 years of experience in the development and worldwide sales of software for digital storage and analysis of telephony and radio communication. The CyberTech Myracle and CyberTech Pro are reliable and future-proofed recording solutions for the capture, storage, retrieval and playback of voice, radio and data communication.

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Police Sergeant
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“Time Saving
Ambient Recording
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