PRONTO
HOSTING SERVICES

MOTOROLA SOLUTIONS

Pronto Hosting Services is part of the Pronto suite of applications from Motorola Solutions, which enables officers to access information in national and local databases on a mobile device whilst in the field. They can then reuse that information to complete processes digitally, as well as to manage and submit accurate information directly from the front line.

From road traffic and community policing to criminal justice, crime investigations and back-office management support, Pronto delivers totally paperless policing to the front-line, reducing complexity and enhancing effectiveness.

FLEXIBLE DEPLOYMENT OPTIONS

Pronto Hosting Services provides police forces with all the powerful functionality, efficiency and mobility delivered by the Pronto suite of applications without the time, cost and resources associated with managing the supporting infrastructure.

Forces are able to benefit from all the advantages virtualisation and shared environments can bring, and can lease the necessary hardware and software from Motorola Solutions.

Crucially, Pronto Hosting Services are delivered via Motorola Solutions highly secure, resilient and CESG-compliant UK data centres. These facilities are fully owned and operated by Motorola Solutions and are IL3 accredited.

WHY DEPLOY PRONTO AS A HOSTED SERVICE?

By choosing Motorola Solutions Pronto Hosting Service, police forces can realise tangible cash savings. It is extremely cost-effective for forces who wish to avoid additional capital expenditure on infrastructure. It can also be implemented under a shared centralised model if the customer is already sharing IT infrastructure and resources with another force.

For police forces with smaller IT departments, or those that have transferred organisational services to outsourcing partners, taking Pronto as a Hosted Service precludes having to purchase or support the required hardware and software components.

KEY BENEFITS

Motorola Solutions Pronto Hosting Services combines business process outsourcing expertise with smart, customer-driven technology, helping to:

- Outsource non-core activities and focus resources on the front-line
- Do more with less – consolidate and virtualise IT platforms to free-up financial and management resources
- Improve scalability – computing power, network resources and data storage can be scaled up and down as required
- Reduce complexity and the need for capital investment in IT assets

CHOOSING THE BEST-FIT SOLUTION ARCHITECTURE

Motorola Solutions Pronto solution architecture depends entirely on the current infrastructure, resources and business requirements of a police force.

There are two core solution components, which can be hosted either entirely within Motorola Solutions data centres or within the force's data centres – whether on-site or outsourced:

- **Pronto Over The Air (OTA) server** – handles all transactions, communicating directly with relevant back office systems (such as PNC, QAS, and C&C); receiving documents for storage in the Pronto database; and handling data downloads back to the e-notebook

- **Pronto Hub Server** – authenticates users, receives uploaded form data from Pronto OTA server for storage in the Pronto database, and can also receive direct requests from the Pronto application running on laptops within the force. Pronto Hub also provides the Pronto Web Manager application that can be used by a force to view and manage all data captured in Pronto from a web browser within the force

WHAT ELSE IS NEEDED?

In addition to the Pronto mobile client (the e-notebook app), OTA server and Pronto Hub Server, solution requirements include:

- Mobile Device Management / Enterprise Mobile Management (MDM/EMM) to support device management and enforce mobile device security policies

- Access to an APN – devices are used over a public APN, as well as WI-FI

- Access to WI-FI access points under CESG / Home Office guidelines (no captive portals)

- Private virtual circuit from Motorola Solutions data centre to the customer to provide connectivity to the force

GUARANTEED AVAILABILITY, SECURITY AND RESILIENCE

Motorola Solutions delivers exceptionally high availability, security, and resilience:

- Market-leading SLAs – 99% availability, with SLAs and service credits to match

- Regular penetration testing performed and signed off by the Home Office national accreditor

ACCREDITED, AUDITED, COMPLIANT

Motorola Solutions infrastructure, data centres and software components are accredited to and compliant with:

- IL3 standards – IL3-rated data centres and IL3-to-IL3 network connectivity

- FIPS 140-2 compliant with Home Office (NPIRMT) assurance for confidentiality, integrity and availability of data at rest and in transit

- ITIL Service Management – the globally accepted standard

- Motorola Solutions was one of the first telcos to transfer its BS25999 / ISO27001 certification to the new ISO22301 standard

- Motorola Solutions provides customers with all relevant risk management documents (including RMADS documented by Motorola Solutions and signed off by the Home Office accreditor)

EXPERT CONSULTANCY SERVICES

Motorola Solutions recognises that every police force has a unique business requirement. That's why we are agnostic from a delivery perspective, harnessing our deep expertise and taking a truly collaborative approach in providing a Hosting Service. Designed and built to maximise the investment police forces have made in Pronto, our Hosting Service will help them realise its full potential across their organisations.

For more information, please visit:
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