MOTOROLA SOLUTIONS

Pronto Press
4th Edition

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4th Edition, February 2018

Welcome to the February Issue

I hope everyone had an enjoyable and well deserved break over the holidays. We are into 2018 and I wanted to reflect on what we have achieved over the past year and layout our high level plans for the year ahead.

2017 was the first full year after the Motorola Solutions acquisition of Airwave, and was a year of investment for us. We have invested in developing talent, improving product quality and enabling faster customer delivery. We had a fantastic finish to the year with two new contract awards. Our priorities for 2018 are threefold

1. Focus on current commitments to our UK customers
2. Grow our footprint in the USA
3. Deploy Pronto as a cloud based solution in the USA

This year we will also leverage some of the forward looking technology in the Motorola Solutions incubator and bring that to market.

It gives me and the team great satisfaction knowing that the solutions we develop and deliver to our customers help you to save lives and make your communities safer. We are firm believers that our success is because of the partnerships we have with our customers and we will continue building on that in 2018. I look forward to working with you closely this year.

Help us to get the message across

Now into its 2nd year, Pronto Press continues to provide latest news and updates to our customers. Following recent service meetings, it has been noted that Pronto Press is mainly being read by the Project Teams.

It would be greatly appreciated if those receiving copies of the newsletter are able to forward to their wider Pronto user community in order that they may gain an understanding of the key developments that are taking place countrywide with the Pronto solution.

Pronto Users Forum update

The latest Pronto Users' Forum was held in Glasgow in Nov 17. The very successful event covered:

- Updates from all customers on their Pronto deployments
- Updates on standardisation achievements
- Updates on Pronto & ESN
- Workshops covering:
  - Pronto User Experience
  - Pronto development progress
  - Virtual Partner

The view from the Motorola Solutions team is that the users' forum continues to be very useful in consolidating thoughts and ideas across the Pronto community. The Pronto users' experience workshops and standardisation achievements are particularly useful in driving the product roadmap to further improve individual user's experience and to support regionalisation of operational policing in the UK.

As a result of the feedback received during the Users' Forum and Senior Users' Forum it has been decided that we will hold one Users' Forum in 2018 in September. There will be opportunity to invite senior users to participate if forces think this is appropriate.

We thank you for your continued support for this event, this will ensure we continue to provide improved products and services in the years to come.

City of London Police go live with new version of Pronto - with full integration to their new RMS system

On October 23rd 2017, City of London Police went live with a brand new Pronto system for all their officers. This deployment was a result of an intensive 5 month development period, scheduled to coincide with their new Niche RMS system going live. Their new Pronto system contains 17 forms for the force, all of which are completely integrated with Niche.

This allows City of London Police to collaborate with their partners in the East Midlands policing group; with Lincolnshire, Derbyshire and City of London Police all now using Pronto to feed their shared Niche instance. By equipping all of their officers with Pronto, City of London Police are minimising the amount of time their officers will be spending manually entering data onto the Niche desktop client. This allows them more time to do police work out in the field and thus be more visible in their local communities.

The deployment could not have been possible without the assistance of both the City of London and Lincolnshire police project teams, who worked tirelessly to meet the tight deadlines. In December, a reception was held by the Commissioner in Guildhall to thank all the involved parties.

Now that the project is live, management from the Motorola Solutions side has been handed over from Alex McKay to Matthew Pole. Matthew now manages all three of the East Midlands forces that use Pronto, which allows a consistent experience to be maintained for all the Pronto EASTMIDS forces.
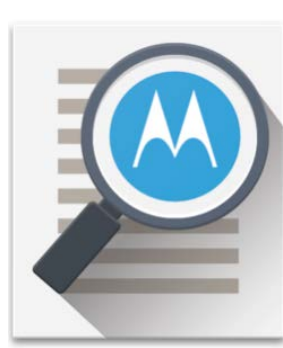
New Pronto launch icon

Following Motorola Solutions' acquisition of Airwave, Pronto is to be rebranded to join the wider Motorola Solutions product range. Following customer feedback on the initial concept for this, we have settled on this as the new icon which will be released as part of planned updates in the coming weeks.

Immigration Enforcement take Pronto

Motorola Solutions is delighted to announce that the Immigration Enforcement (IE) has become the latest Pronto user. IE is responsible for preventing abuse, tracking immigration offenders and increasing compliance with immigration law.

At the heart of IE's requirements from Pronto is the ability to conduct biometric searching against existing and future fingerprint databases, building on the recent exciting development work done with police forces and the Home Office and extending this capability to other agencies.

As colleagues will appreciate, although IE works closely with partners such as the police, its requirements are slightly different. As such, beyond fingerprint searching, some of the early requirements the IE has from Pronto include maintaining enforcement cases, person information, operation management, task management as well as the capability to conduct interviews, reference intelligence among various other forms and processes. The signing of this customer sees Pronto integrate to a new biometric device, Grabba, a data capture attachment for Smartphone solutions that initially will see the use of the fingerprint scanner, but which could add 1D/2D Barcode scanner, Magnetic Stripe Card reader, Smart Card reader, RFID reader, Fingerprint Scanner and MRZ passport reader.

Biometric Services Gateway update

The Home Office (HO) Biometric Services Gateway (BSG) will fully replace the Mobile ID on 31st March 2018. In May 2017, as the incumbent mobile supplier to West Yorkshire Police (WYP), Motorola were invited to partner with WYP to provide a solution which would provide capability for the police and other law enforcement agencies to access fingerprint databases. Motorola identified devices manufactured by Integrated Biometrics (IB) as being both fit for purpose and at a favourable price point for increased user deployment.

Development commenced in August with successful testing being completed in November. Delivery of software was completed as in January which is now in live testing. Having rolled out a limited number of devices to Traffic and Firearms officers to conduct end to end live testing with the Home Office and Motorola, the feedback from officers has been very positive.

Chief Inspector Ian William from WYP reports; "In its very limited use so far we have already been able to identify a seriously injured individual enabling medical staff to offer the most appropriate treatment and give his next of kin an opportunity to get to the hospital. We have identified a disqualified driver, summonsed him to court and seized his vehicle whereby previously he would have been arrested tying an Armed Response Vehicle up for hours. I would like to thank everyone involved. There was a lot to do with tight time scales and this will change the lot of every operational officer in the Country, but there is so much more to come". Lancashire Constabulary will be the next Motorola customer to go live.

Further information will be provided in Aprils Pronto Press

South Yorkshire Police go live with new Pronto integration

The Connect and Pronto integration development has been continuing with the South Yorkshire and Humberside police forces. In December we had the go-live of the Connect and Pronto integration within South Yorkshire Police. This introduced the searching of the Connect system within the Pronto app as well as three Connect integrated forms: Investigation, Intelligence and DASH. Upon completion on the Pronto device, these forms are submitted into the Connect system.

Since its launch, South Yorkshire Police officers have submitted 7,441 Investigations and 5,685 DASH forms.

Also in December we launched Connect DASH form within Humberside Police. This new form, as well as the existing Investigation and Intelligence, has been taken up by the officers with 4363 Investigations and 2493 DASH forms submitted since December.

Work will continue to introduce more Connect integrated forms into both forces.

New functionality update: Background Sync

At the moment, Pronto has a synchronise "sync" process during which it uploads a user's documents to the server and downloads other documents they need: secondary officer data for events, new picklist contents, etc. This can be made to happen automatically - such as at the end of a shift - but usually is done when the user presses the Sync button. Either way, it happens in the foreground, by which we mean the user must wait and watch while the process completes.

We are updating this functionality. Firstly, we will split the download and upload processes which will now happen independently. Pronto will monitor network connection availability and will upload any document which has changed after a short period of user inactivity (our suggestion is 30 seconds). It will also download data periodically (suggestion is every 30 minutes). Each of these happen without user intervention, and without the user having to stop what they are doing. The timings are configurable on-site.

The "Sync" button will be replaced with a new icon indicating the current status - all synced, items to sync, sync in progress, no connectivity. Individual documents will also be badged as needing to be synchronised in Shift and Recent views. It will be possible to request a synchronise to happen right away if the user needs to, but in normal use Pronto will handle this automatically.

This functionality will be made available through releases using Builder 20.2 This is now entering in-house Core (Builder) testing and we expect it to be available for project teams to use in sprints starting in March.