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On the frontline of technology

Police Scotland reveals how swapping its paper notebooks for digital notepads has helped get frontline officers away from desks—and back into the community.

As the UK's second-largest police force, Police Scotland has over 17,000 thousand police officers

They work 24 hours a day, 365 days a year and, between them, generate thousands of reports every week. Every single detail needs to be typed up. But every hour officers spend behind a desk, is one less on the frontline.

So, in a huge bid to free up officers and get them back onto the streets, Police Scotland decided to revolutionise their way of working.



Superintendent Craig Smith
Business Lead for the Mobile Working project



A new way of working

Police Scotland has been working with Samsung in a bid to digitally transform—beginning with the rollout of 10,000 Galaxy Note Enterprise Edition devices for frontline officers.



And as Superintendent Craig Smith, Business Lead for the project reveals, the change has been huge.

"The introduction of mobile working has been a major milestone for Police Scotland," says Superintendent Smith. **"Equipping our officers with technology that enables them to spend more time on patrol, at incidents and within their communities is hugely beneficial—not just for the public, but for the officers too."**

The new devices really are proving to be a powerful tool, helping officers with everything from identifying suspects and making arrests, to locating missing people—and even saving lives.

Going digital

With the Galaxy Note, officers can now write all their reports and statements straight onto the handset (using the keypad or the S Pen).

They can also add digital signatures from witnesses, for example, and upload them instantly—and securely—to a centralised database. And all without returning to the station.

This new streamlined, digitised way of working saves significant time and resources. But that's not all. As Superintendent Smith explains, it also allows officers to import information that can be made available to and shared with officers in real time.



"A new digital platform has been introduced, which enables police systems to communicate and return all search results, which could be relevant in an enquiry." As Superintendent Smith reveals, this new functionality is a real game-changer for Police Scotland. **"This system will be available on devices and, with the addition of functions such as digital statements, it will make investigations much more efficient."**





Proactive policing

With their new Samsung devices, officers no longer need to call on busy control rooms to carry out checks. They can do it themselves—instantly.



"They have the ability to do PNC (Police National Computer) checks, and have all current information available at their fingertips," says Superintendent Smith.

He reveals that, in one scenario, officers were able to detect a domestic assault as a result of accessing crucial information on their devices. They were then able to detain the suspect in advance of them arriving back at the location of the crime.

In another situation, officers hundreds of miles apart used their devices to help them locate a high-risk missing person. Officers in Aberdeen circulated images of the person, enabling officers in Glasgow to show the images at various premises. As a result, the person's whereabouts were quickly established.

Smart apps for smarter policing

From the camera to the unique S Pen, that turns handwriting to text, Police Scotland are embracing all the features of the Galaxy Note.

They're even giving officers the option to personalise their devices with a choice of pre-approved apps.

For example, the team's currently testing a GPS-based app that helps to pinpoint a person's whereabouts in hard to map areas, such as woodland. Beyond being used to locate people, the app could also be used from an operational perspective—for example, to manage officers' locations around a large crime scene or a major event, or to help officers navigate unfamiliar areas.





Seamless, secure operations

With every officer working from the same model, there's complete operational consistency.

And, thanks to the unique Samsung Enterprise Edition platform, everything can be managed remotely, across every device, at a time of choice—meaning zero disruption or downtime. Which, for Superintendent Smith and his colleagues, is crucial.

Police Scotland can plan and send out all its firmware updates for the next four years remotely, ensuring all devices are up to date with the latest security and maintenance patches. There's no need for officers to do anything.

With Samsung Knox defence-grade mobile security built into every device, Superintendent Smith and his colleagues also don't have to worry about sensitive and highly confidential data falling into the wrong hands. It's all encrypted and sits on a secure network.

A new era for policing

Thanks to Samsung Enterprise Edition, the leap from paper to digital really has been a resounding success.

In such a large, fast-moving organisation, nobody expects transformation to be easy. But, with the ease, simplicity and convenience of the Samsung Enterprise Edition platform and the Galaxy Note devices, it's all going remarkably smoothly.





Superintendent Smith reports that the initiative's gained the full support of staff associations and—most importantly—the officers on the frontline. **"We've an officer with over 20 years of service saying that, in his whole policing career, this is the best bit of kit that he's ever been provided with."** Officers have reported how the devices have had a positive impact on their wellbeing too. With access to a range of systems, they can work more efficiently whilst on the go—and finish their shifts on time.

Police Scotland have set out to achieve what they wanted—and so much more. With real-time insights, accurate information and a whole new world of support at their fingertips, officers are now able to police more efficiently, confidently and proactively. So, they can spend less time at the station and more time on the streets—it's a win-win for the whole community.



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Police Scotland use the following Samsung devices

Galaxy Note **Enterprise Edition**

**See how Samsung Enterprise Edition can help free your
workforce at samsung.com/uk/business/enterprise-edition**