Reducing demand with Microsoft self-service technology

Helping police forces improve victim support
with self-service portals

NODE4

Police contact centres and control rooms are facing an ever-increasing demand from their communities. **Since 2014, calls to 999 have been increasing by 5% each year –** add in demand from non-emergency 101 calls and enquiries via digital channels and the need for supportive technology has never been greater.

What if you could reduce incoming demand to your contact centre? Or start automating your back-office process, freeing up staff to be allocated to other vital tasks?

That's where Microsoft self-service technology steps in.

Source:
NPCC National Contact Management
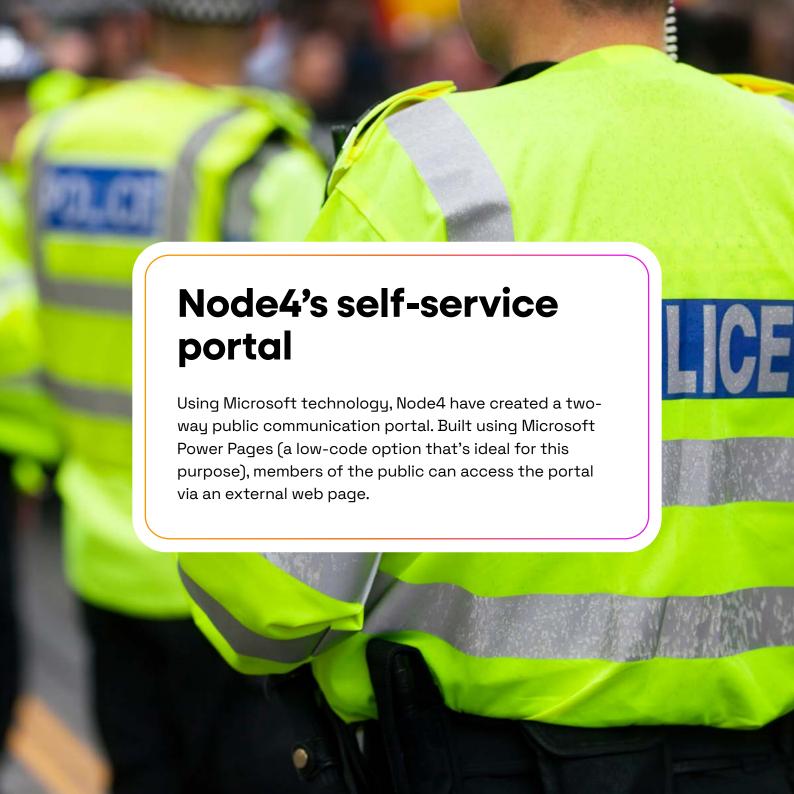 Strategy 2023 – 2028

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Managing incoming demand

Members of the public often use police contact channels to request updates on ongoing cases, provide additional details, or leave messages for case handlers. These low-risk enquiries contribute to increased call volumes and wait times, potentially affecting the public's perception of your force's service.

Providing self-service options for crime victims can help manage the increase demand from these extra requests.

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Node4's self-service portal

Using Microsoft technology, Node4 have created a two-way public communication portal. Built using Microsoft Power Pages (a low-code option that's ideal for this purpose), members of the public can access the portal via an external web page.

How does the portal work?

A crime or incident is recorded - victims are invited to register for the self-service portal via email or a mobile link

This invitation is sent from the force's contact centre, using automated prompts used to set up security measures

When logged in, the victim can see their reported incident, check its status, view a timeline of the report, and find their case handler's details

A two-way messaging tab allows direct communication between the victim and their case handler

The portal connects with the forces' RMS system, removing the need for officers and staff to be familiar with a new system, and ensuring updates are current

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What are the benefits of a self-service portal?

Reducing demand

Encouraging victims to use the self-service portal will reduce the volume of low-risk calls to contact centres, allowing resources to focus on other priorities.

Automating back-office processes

The self-service portal automates case updates for victims, removing this manual task from case handlers' workloads for low-risk matters. This will support the Victim Code of Practice compliance regulations.

Building public transparency

Offering quick access to case details and updates ensures better transparency and increased engagement between your force and the communities you serve.

Strengthening service to communities

Providing case summaries and messaging between case handlers and victims will help your force strengthen its service as part of right 3 of the Victim Code of Practice.

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Familiar technology

Integrating with your other Microsoft products, the portal will help maximise the potential of your existing investment in Microsoft technology.

Insights and reporting

Gain comprehensive operational insights into control room demand and community patterns. Strengthen performance by signposting partnership links.

Opportunities for cost avoidance

The self-service portal offers opportunities for cost avoidance; for example, existing staff could be redeployed to focus on other areas of demand.

Why work with us?

As a leading Microsoft partner and Inner Circle member, Node4 works closely with policing professionals to create a range of solutions to help UK forces on their journey to an innovative, tech-first approach.

Whether that's enabling cloud-transformation, automating back-office processes or reducing administrative burden, our digital solutions give officers more time in their day to spend doing what they do best: tackling crime, supporting communities and keeping citizens safe.

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Spotlight on our projects

Enabling faster evidence processing for West Midlands Police

We collaborated with West Midlands Police to implement the UK's first cloud-based digital forensics solution using Microsoft Azure and Exterro's evidence processing software.

This project tackled the challenge of managing large volumes of digital evidence and accelerated case processing from months to weeks, ensuring quicker time to justice for victims.

" **Using this tool, cases that once took months now take weeks. Those that took days can be solved in hours.** "

DS John Price KPM,
Digital Forensics/Incident Response Supervisor, West Midlands Police

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Spotlight on our projects

Enhancing connectivity with INTERPOL for Warwickshire Police

Warwickshire POLICE

The I-LEAP search app, created in partnership with Warwickshire Police, gives officers mobile access to INTERPOL databases from anywhere.

The first standalone app of its kind, it allows officers to conduct roadside checks more quickly and easily, improving efficiency and helping officers access vital data on the go.

" **The I-LEAP search application is fast, and the search results are almost instant.** "

Nicholas Clarke,
Head of Change, Warwickshire Police

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Get in touch

With extensive experience at Sussex Police, Jo has led numerous successful technology projects, balancing budget efficiency with service improvement. Her expertise can help you secure Microsoft funding, ensure data security, and utilise low-code applications. Reach out to Jo to drive your force's next digital transformation.

Contact us today

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