

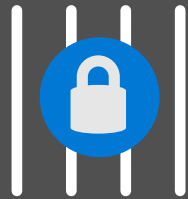
Ushering in the new era of modern policing with Microsoft Surface.

Deliver better results for your people, your police force and the communities you serve with the latest integrated technology.



The era of digital transformation has solved many problems for many companies but it has brought new ones too.

For the modern police force, crime is increasingly digitised, sophisticated and complex. The public too are becoming increasingly savvy, putting the police under greater scrutiny and expecting faster outcomes.



There were almost 5.5 million crime offences recorded by the police in England and Wales in 2020/21.^[1]



COVID-19 has put further psychological, physical and financial pressure on our police force.

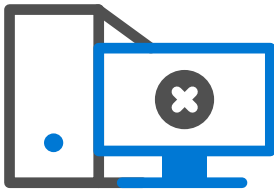
The pandemic has seen crime move ‘behind closed doors’ – with the demands of isolation effectively masking and creating a rise in domestic abuse, child abuse, scams and cybercrime. Squeezed budgets have been diverted to ensure COVID-secure compliance and public enforcement.

1 in 3 police officers in England and Wales have been threatened by someone claiming to be infected with COVID-19.^[5]

21% said a person suspected of infection tried to spit at them.^[6]

Police Scotland reported an increase in sexual crimes by 24.3% when compared to 2020 and by 17.9% compared to the five-year average.^[7]

Many police forces in England and Wales have already invested in new technology to address the encroaching threat of cybercrime.^[2] But at a time when funding is shrinking – having declined in real terms by 20% since 2010^[3] – manual processes are deeply entrenched, and promised numbers of additional new officers fail to materialise, police technology and budgets are under greater pressure than ever before.



Desktop PCs are still prevalent and don't always support remote or home working. Multiple log-ins to multiple systems slow down the speed, security and accuracy of police response.



66% of officers cite ‘driving around to collect CCTV video from homes and businesses’ and ‘copying and burning CDs and DVDs’ as the most time-consuming aspect of criminal investigation.^[4]

The need to level up the playing field to fight cybercrime calls for increasingly urgent digitalisation of processes, systems and skills.

‘Without deploying digital technology, the task of fighting crime and protecting citizens becomes almost impossibly tough in a world where citizens and criminals alike are increasingly digitally savvy.’

Deloitte UK – The Digital Policing Journey^[8]

What would greater digitalisation mean for the police?



Collaboration

Giving employees better tools for collaboration, bringing them more in line with the tech they use in their personal domain.



Consolidation

Consolidating technology by finding single solutions which bring cost and time efficiencies.



Up-skilling

Teaching and training workers who currently struggle with inefficient manual processes new digital skills to fight crime.



Cloud

Embracing working patterns by moving workloads to the Cloud, bringing greater agility and accessibility.

When it comes to technology, what does our police force need?

Our experience working with police forces has shown us there are typically three types of roles within the force which have distinct priorities when it comes to digital transformation.



Get ahead of change with the right technology

People are the police. They comprise **up to 95% of police budgets**.^[9] Digital technology that helps your force get ahead of change without adding cost can amplify the potential of your people by:

- increasing agility
- engaging your employees
- enhancing outcomes for both police and public.



The right technology can ensure your people and your police force can adapt and remain agile in the face of change

The world is changing fast. Lives literally depend on a police force that can adapt to meet the demands of a technically sophisticated public and deal with a technically sophisticated criminal base. The right technology brings tangible benefits for both employees and the wider police force which include:

- a safe return to modern, adaptable offices
- improved flexibility and accessibility, ensuring better collaboration and consistent experiences
- seamless workflow and communication, with support for remote digital experiences
- ready access to essential data, integrated with dedicated apps.



Improved work experiences bring greater employee engagement

Faced with unprecedented pressures, your people need seamless technology, which doesn't hamper speedy response to the task at hand. The right devices offer work experience that goes beyond pure functionality, embedding efficiency and improving connections. Engaged employees:

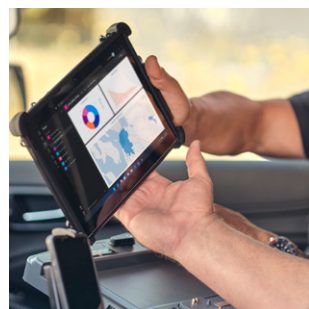
- enjoy working on devices they love, increasing their productivity and efficiency
- communicate more effectively with each other and with the public
- stay connected wherever they go
- enjoy shorter feedback loops and better workplace experiences
- develop skills which stand them in good stead for effective working
- benefit from improved data and personal security.



Enhanced outcomes mean the ability to do more and offer greater protection for communities and citizens

Complex, multi-faceted police work puts enormous demands on our entire UK police force, particularly in the current climate. Every police officer wants better result for the communities and citizens they serve. Enhanced outcomes mean:

- two-way communication with police and public
- quicker, more effective responses, bringing better public perception
- faster time to resolve issues
- greater overall efficiency and productivity, with faster, easier IT management
- improved security, economics and sustainability.



Improve operational efficiency and protect communities with seamless integrated technology from Microsoft

Old ways of working which no longer serve the police or the public well enough can be a thing of the past. Microsoft Surface unlocks the potential of your biggest investment – your people – with agile, secure, connected technology that empowers them to deliver – more, faster, better.



Out with the old

- Time consuming manual processes
- Remote working connectivity issues
- Predominantly face-to-face communication
- Workers tied to their desks
- Delays in field workers getting information from HQ
- Lack of agility in times of crisis

In with the new

- Fast, automated ways of working
- Easy, fast connectivity, regardless of location
- Effective combination of virtual and face-to-face
- Ability to work just as effectively when out of the office
- All relevant info readily available at the click of a mouse
- Easily adapt to changes in circumstances.

Take control of your tech with Microsoft Surface

Microsoft Surface:

- **Integrates completely with Microsoft apps and police software**
 - Microsoft 365, Microsoft Windows 10 and 11, Microsoft Power Platform and dedicated police apps
- **Enables staff collaboration from any location**
 - Support productivity and collaboration with high performance chip sets, multi-touch screens, crystal-clear AV and digital inking
- **Offers devices and accessories that your employees will love**
 - Sleek, lightweight, modern devices for maximal mobility and value with interoperable accessories and model consistency
- **Brings security from the chip to the cloud for seamless single access at the point of log-in**
 - Biometric authentication and Microsoft 365 enterprise-level security ensures minimal security breaches and remediation costs
- **Provides easy deployment and management**
 - Modern Management, Intune and Autopilot make set-up easy and consistent
- **Delivers better outcomes for communities**
 - Gives your staff ready access to information and the ability to collaborate and communicate from anywhere.

How to choose the right Surface devices for your people

Surface can support your police force all the way through the operational chain. We'll help you match the right tech to the right person.



Information workers

Whether they're home-working or moving about between branches, information workers – who include police officers and support staff – typically handle calls, manage administrative tasks and process paperwork. They need tech that helps them work flexibly and ensures access to the support they need when they're working remotely. We recommend:



Surface Laptop 4

- Ultra slim, lightweight device so you can carry it around easily
- Up to 70% faster than its predecessor for effective seamless working
- Long battery life to effortlessly power a full day of video calls and app usage^[10]
- Sophisticated built-in HD camera – look your best in Microsoft Teams video calls, even in tough lighting conditions.
- Keep control of sensitive information with a removable SSD (portable drive)^[11]

Optimise your device with the right accessories, which include:

Surface Headphones 2^[12]

Designed for all day comfort, ideal for call handlers with adjustable noise cancellation, better sound quality and longer battery life to suit a working day on the go.

Surface Dock 2

Bringing more power to your laptop, it transforms your device into a powerful desktop PC, with faster charging and data transfer, so your laptop easily adjusts for both home and office working.

Surface Mobile Mouse

Cord-free Bluetooth connectivity, ideal for a home office or working on the go. You can scroll easily and your lightweight portable mouse keeps you advised of battery levels.



Collaborative workers

In addition to their traditional work locations of the station and HQ, collaborative workers – who include police officers themselves, investigators, custodians and support staff – are now also working remotely. It's critical that they maintain effective daily contact with their investigative teams, to ensure that different lines of enquiry and expertise continue to dovetail – whether that be searching through CCTV footage, collecting evidence, compiling reports or recording statements. Select Surface tech will keep the team working closely together, regardless of where they are:



Surface Pro 8

- Our most powerful computer, it flexes to fit in with the changing demands of your job and offers a number of different connectivity options.
- Use it as a laptop or present with multiple screens in desktop mode
- A robust battery means that power should span the longest working day.
- Removable SSD (drive) to keep sensitive information secure
- HD cameras for clear photos and video calls



Surface Hub 2S

- Work anywhere with our large digital interactive whiteboard which helps you bring your teams together
- Life size video with Microsoft Teams-certified mic array and 4K camera to support group video calls
- Run essential apps to collaborate in real time
- Steelcase rollers for easy transport
- Two sizes – 50" and 85" to suit different budgets and locations



Further enhance your Surface devices with:

Surface Dock 2

Bringing more power to your laptop it transforms your Surface device into a powerful desktop PC, with faster charging and data transfer suitable for a more collaborative office environment.

Surface Headphones 2^[12]

Designed for all day comfort, ideal for call handlers with adjustable noise cancellation, better sound quality and longer battery life to suit a working day on the go.

Surface Pen

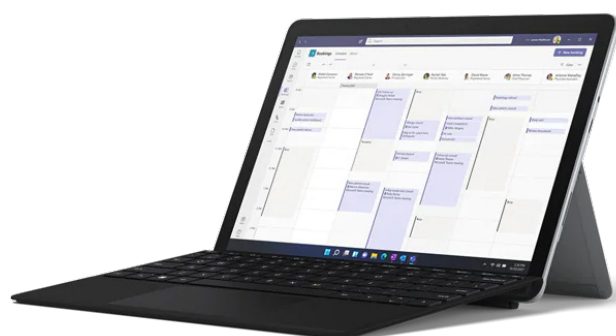
Our fastest pen yet, it supports you in any working environment in the office or on the field and there's virtually no lag for you to capture information in both words and images.





Mobile officers

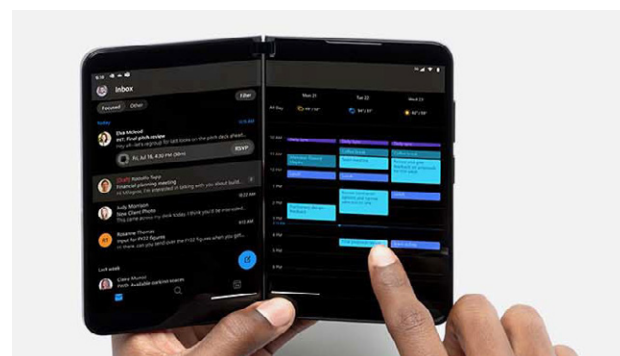
Out in the field and attending incidents, mobile or frontline officers operate in the heart of the community recording evidence, checking status updates and ensuring public safety. To best protect themselves and the public they need real-time access from HQ at all times. The Surface choices which best empower them include:



Surface Go 3 LTE

- Flexible for the front line, weighs just over 1kilo, easy to transport between home and office^[13]
- Fast and powerful it runs policing apps seamlessly
- Its built-in HD camera supports high quality video calls
- A powerful battery ensures all day connectivity with the option to use fast charging when you need more power, more quickly.^[14]

The ideal device for the force of the future



Surface Duo 2

- Mobile productivity powered by two screens for flexibility
- Superfast 5G gives a more stable connection and faster access to apps^[15]
- Streamlines communication and collaboration – offering drag and drop across both screens
- Capture data virtually in real-time for enhanced communication on the go
- Dynamic triple lens camera to record incident activity
- Offers a Microsoft Teams experience second to none with the potential to view colleagues and content simultaneously

Powerful accessories to enhance your Microsoft Surface Devices:

UAG Rugged Case for Surface

A rugged non-slip case which protects your most valuable devices, the case offers 360 degree protection, without adding bulk. A built-in kickstand and Surface Pen holder supports your hands-free viewing on the go.

OtterBox Surface Duo 2 Case

Protect the cutting-edge Duo 2 with this slim hard-shell case which keeps your device safe at home and on the go.

Surface Pen

Our fastest pen yet, it supports you in any working environment in the office or on the field and there's virtually no lag for you to capture information in both words and images.

Surface Mobile Mouse

Cord-free Bluetooth connectivity, ideal for a home office or working on the go. You can scroll easily and your lightweight portable mouse keeps you advised of battery levels.

Under relentless pressure to meet and match the technical sophistication of both community and crime, the need within UK police forces for agile, secure and connected technology is increasing. Poor collaboration and disparate divergent technology means that police workers in the office, in the field and at home working feel disconnected, isolated and cut-off from colleagues and HQ.

With Microsoft Surface the police can adapt and remain agile in the face of changing circumstances. Surface devices can deliver the vital benefits that bring your people together – productivity, agility, efficiency and connectivity – empowering your police force and delivering better results for the communities you serve.

To find the right Surface solutions for your team's specific needs get in touch with your Microsoft partner.





- [1] What's the best, ONS reports a 23% rise in cybercrime in UK, August 2020, [online], <https://www.whatsthebest.co.uk/tech/news/uk-rise-in-cybercrime/>
- [2] BBC News, Reality Check – is police funding falling? April 2018, [online], <https://www.bbc.com/news/uk-43699623>
- [3] Deloitte, The Digital Policing Journey from Concept to Reality, 2015, [online], <https://www2.deloitte.com/content/dam/Deloitte/uk/Documents/public-sector/deloitte-uk-ps-digital-police-force.pdf>
- [4] Open Access Government, Police departments turn to digital transformation to lower costs, October 2020, [online], <https://www.openaccessgovernment.org/police-departments-turn-to-digital-transformation-to-lower-costs/95914/>
- [5] [1] Evening Standard, 1/3 police officers threatened with infection by people claiming to have Covid-19, January 2021, [online], <https://www.standard.co.uk/news/crime/police-threatened-covid-b908660.html>
- [6] [1] Evening Standard, 1/3 police officers threatened with infection by people claiming to have Covid-19, January 2021, [online], <https://www.standard.co.uk/news/crime/police-threatened-covid-b908660.html>
- [7] <https://www.scotland.police.uk/what-s-happening/news/2021/august/policing-needs-of-communities-increasing-as-covid-restrictions-ease/>
- [8] [1] Deloitte, The Digital Policing Journey from Concept to Reality, 2015, [online], <https://www2.deloitte.com/content/dam/Deloitte/uk/Documents/public-sector/deloitte-uk-ps-digital-police-force.pdf>
- [9] <https://www.openaccessgovernment.org/police-departments-turn-to-digital-transformation-to-lower-costs/95914/>
- [10] Surface Laptop 4 battery life: Up to 19 hours on Surface Laptop 4 13.5" AMD Ryzen™ 5 Microsoft Surface Edition; up to 17.5 hours on Surface Laptop 4 15" AMD Ryzen™ 7 Microsoft Surface Edition; up to 17 hours on Surface Laptop 4 13.5" Intel® Core™ i5; up to 16.5 hours on Surface Laptop 4 15" Intel® Core™ i7. Testing conducted by Microsoft in February 2021 using preproduction software and preproduction configurations of Surface Laptop 4. Testing consisted of full battery discharge with a mixture of active use and modern standby. The active use portion consists of (1) a web browsing test accessing 8 popular websites over multiple open tabs, (2) a productivity test utilising Microsoft Word, PowerPoint, Excel and Outlook, and (3) a portion of time with the device in use with idle applications. All settings were default except screen brightness was set to 150nits with Auto-Brightness disabled. Wi-Fi was connected to a network. Battery life varies significantly with settings, usage and other factors.
- [11] This device does not contain user serviceable parts. Hard drive is only removable by an authorised technician following Microsoft provided instructions.
- [12] Voice calling testing conducted by Microsoft in Feb 2021 using pre-release Surface Headphones + Dongle package with pre-release software. The dongle was plugged into Surface Laptop 3. Volume was set to 52% with maximum noise cancellation. Bluetooth Hands-Free profile was used. Testing consisted of full Surface Headphones battery discharge with a Microsoft Teams call until the Surface Headphones disconnected from the host device. Battery life depends on device settings, environment, usage and many other factors.
- [13] Weight not including type cover.
- [14] Battery life varies significantly based on usage, network and feature configuration, signal strength, settings and other factors. See aka.ms/SurfaceBatteryPerformance for details.
- [15] 5G not available in all areas; compatibility and performance depends on carrier network, plan and other factors. See carrier for details and pricing.