

# 90 PER CENT COST SAVING

UK police authority supports investigations with powerful solution and reduces expenditure by 90 per cent



One of the key IT challenges for UK police authorities is the number of applications used to support diverse activities. IT employees can manage more than 200 applications, many of which are specialised such as those used for intelligence, forensics and crime reporting.

## SOLUTIONS

- MANAGEMENT
- CONSOLIDATION



## CUSTOMER PROFILE

**COMPANY:** Kent Police

**INDUSTRY:** Law

**COUNTRY:** United Kingdom

**FOUNDED:** 1857

**EMPLOYEES:** 6,500

**WEBSITE:** [www.kent.police.uk](http://www.kent.police.uk)

## CHALLENGE

The Kent Police had IT infrastructure that was five years old running its serious crime database system. Performance issues delayed the retrieval of information, and the lack of scalability meant support costs were becoming more expensive. The authority needed a scalable and powerful solution to run its business-critical application.

## SOLUTION

The Kent Police replaced its existing system with Dell™ PowerEdge™ servers powering Linux and Novell solutions. This provides far greater performance and expandability to support large-scale crime investigations. It also offers the authority a much more cost-effective system in terms of deployment and maintenance costs.

## BENEFITS

- Greater scalability in system helps with large scale crime investigations
- Higher performance supports business critical applications for higher availability
- New solution helped the authority make a 90 per cent cost saving compared to its existing system
- Dell technology is a proven cost-effective and powerful platform for running Linux solutions

The Dell logo, consisting of the word 'DELL' in a stylized font inside a circular emblem.



The Kent Police Authority is one of 43 police authorities in England and Wales established by Parliament for the governance of policing at a local level. It has 6,500 employees, of which 3,600 are police officers, who work in 70 police stations.

Andrew Barker, Head of IT, Kent Police, says: "We began to have performance issues with our current IT set up which was nearly five years old. We needed to invest in a solution that would increase the speed at which information could be retrieved, but at a market competitive price."

The organisation needed to centrally manage its infrastructure while providing fast, local support. It had recently moved to Novell® Open Enterprise Server and SUSE® Linux Enterprise Server and away from several of its proprietary

systems, because it needed greater scalability and performance. The force's IT department then searched for high-performing, cost-effective servers to support an upgrade of Holmes II application that's used for its serious crime database system.

Dell, SAP and Novell collaborated closely together to put forward a complete solution for Kent Police. The alliance means that by working in close partnership they can provide enterprise-class support and implementation capabilities.

Barker says, "The Dell quote we got was one-tenth of the cost from our other supplier. Add in the positive experience we already had with Dell's customer service, its alliance with SAP and Novell, and we had an easy decision to make."

## **"IMPLEMENTATION WAS A SMOOTH PROCESS WE REPLACED OUR EXISTING SYSTEM WITH A COMPLETE NEW ONE, OVER A WEEKEND. IT HELPS THAT DELL HAS BACKING FROM SAP AND NOVELL TO OFFER A COMPLETE SOLUTION"**

Andrew Barker, Head of IT, Kent Police

### **COST-EFFECTIVE SOLUTION SUPPORTS INVESTIGATION OF UK'S LARGEST ROBBERY**

In May 2006, the force moved its Holmes II applications to six Dell™ PowerEdge™ 2850 servers. Suitable for scalable enterprise applications, they feature Intel™ Xeon™ processors with Extended Memory 64-bit Technology and deliver improved performance. The latest SAP solutions demand 64-bit technology. So the Dell PowerEdge servers will also assist future SAP upgrades and the roll out of other SAP solutions.

Barker says: "Implementation was a smooth process we replaced our existing system with a complete new one, over a weekend. It helps that Dell has backing from SAP and Novell to offer a complete solution. We haven't heard from users so that means it is going well for them too."

Mark Williams, IT Manager, Kent Police, says: "The close cooperation between Dell and Novell ensures we get optimal service and support whenever we need it. What's more, our industry-standard Dell PowerEdge servers enable us to drive down costs even further through standardisation and lower maintenance."

Running the Novell e-directory on SUSE Linux and Dell PowerEdge servers enabled Kent Police to scale up the Holmes II system to investigate the raid on the Securitas depot in Tonbridge – an operation that succeeded in stealing the largest cash amount in British crime history.

Barker said, "With our legacy supplier, we could not have bought scalability needed for the Tonbridge robbery because of the extra cost involved. Dell was highly cost-effective in comparison. We saved almost £250,000 in one-off costs with hardware and maintenance."

### **HOW IT WORKS**

#### **HARDWARE**

- Dell™ PowerEdge™ 6850 servers
- Dell PowerEdge 2850 servers

#### **SOFTWARE**

- SUSE® Linux Enterprise Server 10
- Novell® Open Enterprise Server 1
- mySAP ERP
- SAP NetWeaver

#### **SERVICES**

- Assessment, design and implementation

## SUCCESSFUL PROJECT LEADS TO THE ROLL OUT OF MORE POWERFUL TECHNOLOGY

Barker was confident in the Dell platform for more critical systems for the force. What's more the savings made from the first project, presented a strong case for migrating Kent Police's other core applications, mySAP ERP, SAP NetWeaver and its operational policing system, Genesis, to Dell™ servers. The entire authority is now standardised with 100 per cent Dell equipment.

The mySAP ERP system , which supports 6,500 users for the force's finance, human resources, payroll and duty planning functions, was successfully moved legacy equipment to 18 Dell™ PowerEdge™ 6850 servers in September 2006.

The dual-processor Dell PowerEdge 6850 deliver next-generation performance combined with internal expandability and rack density. Providing the performance and memory capacity Kent Police needs for growing applications.

## POWERFUL SOLUTION PUTS FORCE ON TOP WITH ITS IT SYSTEM

Kent Police has become a leading example for other police forces throughout the UK for its IT infrastructure. A number of UK police forces have already visited Kent police to see how it works. In Her Majesty's Inspectorate of Constabulary published assessment report for all English and Wales forces, Kent Police achieved the highest ranking possible for IT.

**For more information on this case study or to read additional case studies, go to [www.dell.com/casestudies](http://www.dell.com/casestudies) and [www.dell.co.uk](http://www.dell.co.uk)**



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