

QlikView



QLIKVIEW FOR POLICING

Connecting Data, Saving Time and Improving Performance



QLIKVIEW FOR POLICING: CONNECTING DATA, SAVING TIME AND IMPROVING PERFORMANCE

Terrorism, organised crime, riots and government targets – the pressure on police is unrelenting. Furthermore, police are having to deliver the same high levels of service that the public expect of them while many police budgets are being slashed.

In times of austerity, what has emerged as a key factor in reducing costs and improving police performance is maximising the use of data. But many Police Forces are facing issues in leveraging its potential.

Common problems include:

Time: waiting days, sometimes weeks, for reports to be compiled

Standisation: information can be stored in as many as 10-15 different systems and formats

Sharing: many systems are tailored to specific Forces which can hinder collaboration

Quality: lack of access to real-time data in critical circumstances

Complexity: interpreting data can be cumbersome and unintuitive analysis displays can mask connections

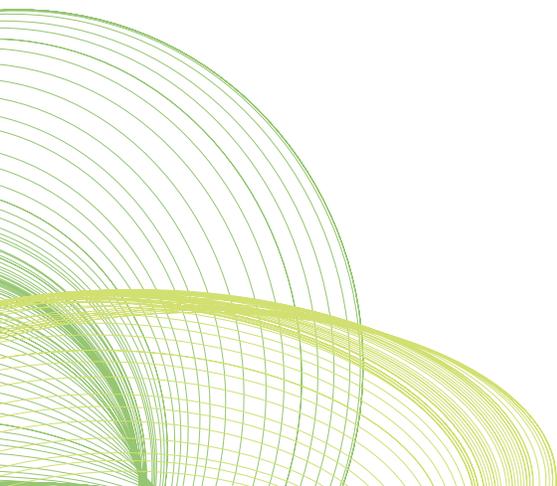
Already working with Police Forces worldwide, QlikView's intuitive Business Discovery platform is designed to bridge all of these problems. It has been proven to substantially reduce IT costs, increase intelligence and save time, enabling officers to get on with real police work, and not compiling reports.

Benefits of QlikView realised by Devon and Cornwall Police in the UK include:

- **£925,000** saving on technology costs
- **£256,250** saving in labour time
- **£80,000** saving in training costs
- **97%** accuracy rate in statutory data submissions for the national crime mapping initiative using QlikView against a national average of 67%

“Speed is of the essence in any police work all over the world. With this ground breaking technology, we can save lives, predict crime and target anti-social behaviour.”

– Berth Simonsson, *Analyst, Skåne County Police Authority, Sweden*



ENHANCING INTELLIGENCE THROUGH COLLABORATION

Key to the QlikView philosophy is collaboration. All too often, valuable information becomes siloed in different data stores, preventing insights from being shared across and between forces.

QlikView's easy-to-use and flexible platform was design with collaboration at its heart. It gives different departments and individuals the freedom to securely share data and insights, allowing co-workers to engage in live 'what if' analysis. In essence, QlikView democratizes data.

Officers can now pool their ideas and insights to analyse and answer such questions as:

"What difference will this weekend's snow make to burglaries over the next few days?"

"Why is anti-social behaviour so bad within region B and which officers have been most effective in dealing with this problem?"

"How are we placed against our budget and are we likely to have underspend or overspend at the end of the financial year?"

QlikView is #1 in:

- Performance*
- Satisfaction with development tools*
- Lowest total cost of ownership*
- Query performance satisfaction**



* Gartner: BI Platforms User Survey, 2011

** BARC: BI Survey 10, October 2011

QLIKVIEW SOLUTION APPLICATIONS

QlikView's tailored solution apps have a wide range of deployments in policing. Here is a selection of QlikView applications deployed within Police Forces across the globe:

THE BALANCED SCORECARD APPLICATION

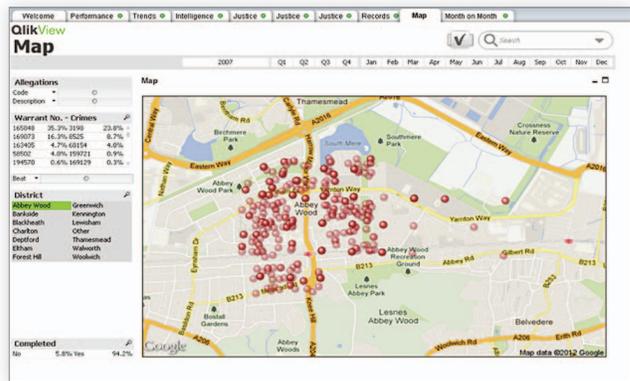
Force Scorecard to 20/06/2012					Filters				
CRIMINALS	Resource	Date Range	Actual	Actual/Trend	PEOPLE	Resource	Date Range	Actual	Actual/Trend
Improving Public Confidence & Police doing good/efficient job	Confidence BCS	Dec 11	86.0%	14.1%	Improved Employee Satisfaction	Unit to A Good Place to Work	Summer 11	79.0%	53.5%
	Confidence Local	May 12	81.0%	73.4%	Positive Atmosphere	Summer 11	50.0%	75.5%	
	Treat Fairly	May 12	95.0%	83.9%	Optimise Info Account	Summer 11	50.0%	14.7%	
	Not Trains Issues	May 12	50.0%	25.5%	Sickness (Force)	Apr 12	48.0%	4.8%	
Improving Public Satisfaction	Visibility - Foot Patrol	May 12	30.0%	28.5%	Shared Balanced Workload	PIST Completion	21/05/2012	100%	85.1%
	Total Satisfaction	May 12	89.0%	85.5%	Fair Career Progression	Summer 11	40.0%	11.7%	
	IME Satisfaction	May 12	89.0%	78.0%	Performance Recognised	Summer 11	50.0%	35.4%	
	ASIS Satisfaction	May 12	89.0%	79.0%	Contact Line Manager	Summer 11	90.0%	56.4%	
Improving Police and Partnership	Lower Contact Satisfaction	May 12	90.0%	95.3%	Training Delivered/In Use	Summer 11	50.0%	37.8%	
	Complaints Locally Resolved	May 12	60.0%	58.9%	Leadership Score (Force)	Winter 10/12	>10	6.82	
	Action Satisfaction	May 12	85.0%	82.7%	Work Together & Connect (force)	Winter 10/12	>10	2.23	
	Follow Up Satisfaction	May 12	85.0%	79.0%					
Positive Outcomes	Response Rate *	May 12	85.0%	77.0%					
	999 Call Handling	May 12	90.0%	91.3%					
	Non Emergency Calls	May 12	90.0%	91.4%					
	Help Informant	May 12	80.0%	98.0%					
Safety	Phishing Outcomes	24/06/12	40.0%	33.8%					
	Total Crime	24/06/12	0.0%	1.4%					
	Season Acquaintance Crime	24/06/12	0.0%	10.7%					
	Violence with Weapon	24/06/12	0.0%	11.0%					
Harm	NSR Compliance	May 12	0.0%	4.7%					
	Detected Domestic Abuse	24/06/12	50.0%	38.4%					
	Detected Murder	24/06/12	85.0%	102.0%					
	Detected Sexual Offences	24/06/12	30.0%	25.3%					
Detected Serious Violence	24/06/12	55.0%	43.1%						
Detected Hate Crime	May 12	29.0%	22.0%						
Vulnerable Child Crime	Sep 11	33.0%	37.0%						
Repeat Domestic Abuse	May 12	45.0%	48.0%						
Repeat Locations	May 12	<10%	24.4%						

This application is a summary report of key metrics. It is a report that many Police Forces would not have been able to effectively produce before deploying QlikView.

Two major advantages are:

- KPI's are displayed on one page and highlighted in red, amber or green according to whether they have been achieved, alongside an improving/declining trend indicator
- Allows the user to drill down from a Force to a local level in a matter of seconds

THE WEEKLY CRIME ANALYSIS



Trend and Performance Statistics (TAPS) are critical in driving daily operations. At one UK Force, before QlikView the TAPS report took 3 hours a week to produce. The data could only be analysed based on geography at a Force level and was limited to a week's worth of data at a time. Furthermore, it would then take another week each year to re-establish the report.

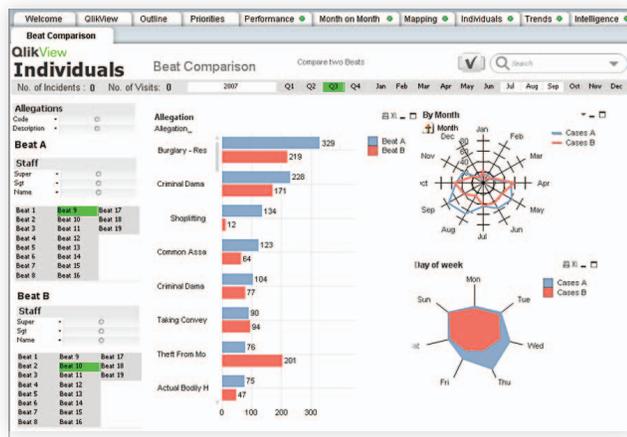
The Weekly Crime Application delivers three major advantages:

- The colour coding system quickly highlights any data quality issues e.g. assigning the incorrect disposal for a crime
- More detailed information available from the performance unit, which aids policing strategy and resource allocation. For example, crime information may now be drilled according to type, number, geographic location and specific dates
- The report is now produced instantaneously, saving one UK Force alone a total of 200 hours per year

“ QlikView provides analysis of local surveys to show whether we are doing a good job. It guides us towards local priorities for fighting crime and anti-social behaviour, giving us an objective view of data from many sources. ”

– Dr. Richard Bullock, Performance Analyst Manager, Devon and Cornwall Police

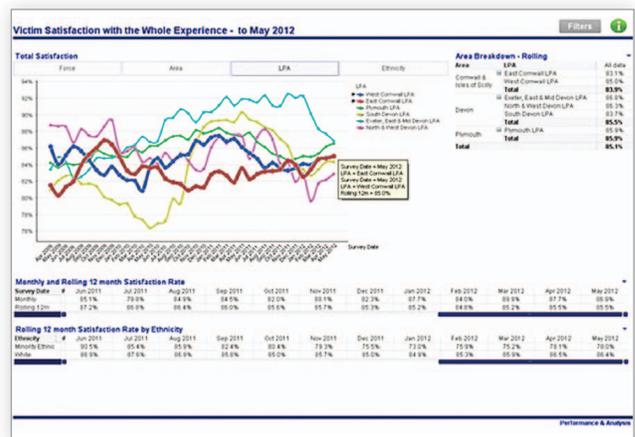
WORKFORCE REPORTING AND ANALYSIS



Enables the modeling of future policing demand to resources management. For example, it can be used to determine why there are less officers in a particular region and the impact on performance.

It also allows Forces to monitor: officer and staff level; geographical location; roles performed at a specific time; ability to meet objectives; oversee equality and diversity.

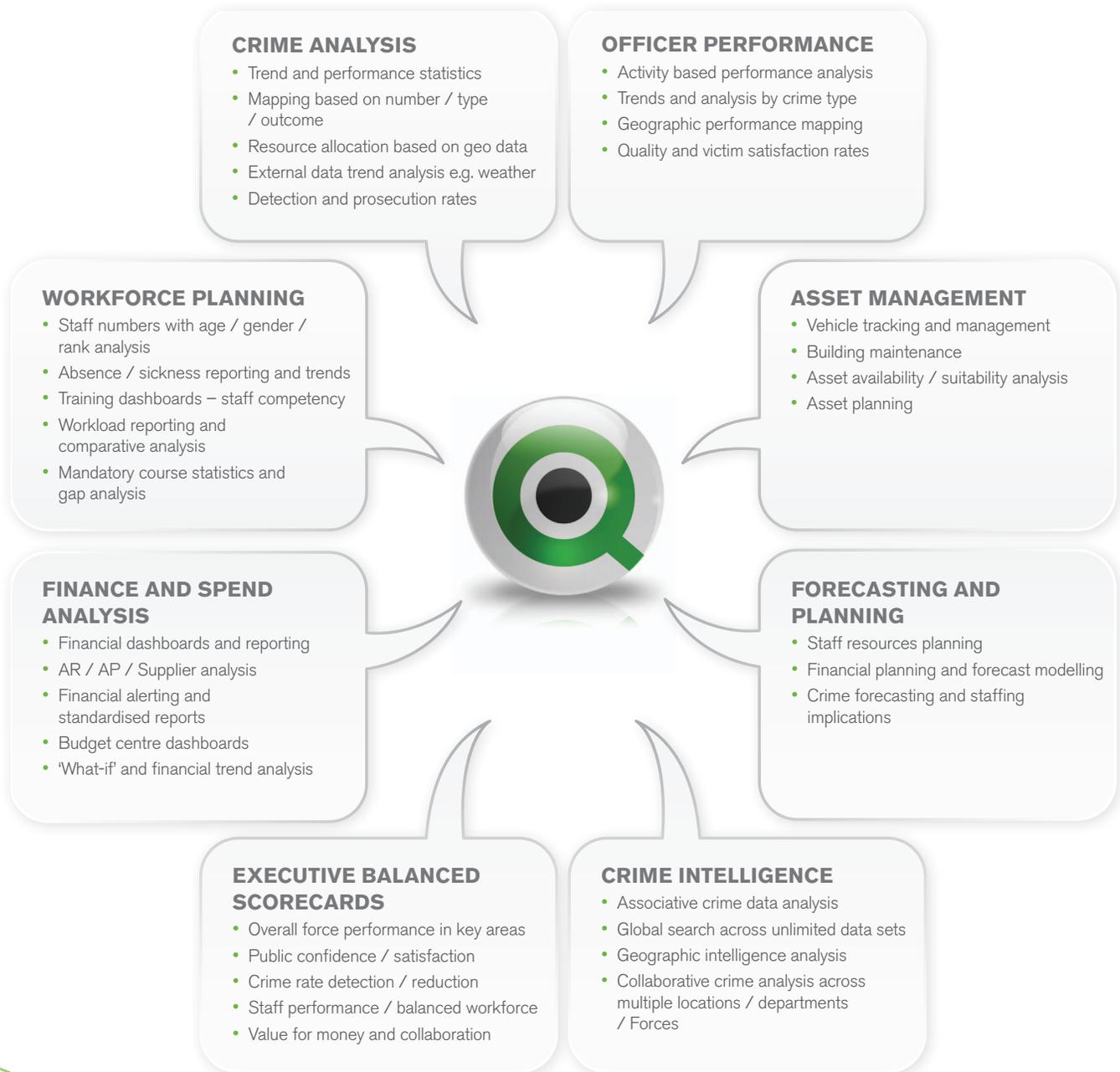
VICTIM SATISFACTION AND PUBLIC CONFIDENCE



Data is typically gathered by contacting the public and victims of crime about their experience with the police. At Devon and Cornwall Police, before using QlikView, producing the performance information and answering ad hoc questions on the data, required one full-time member of staff.

Now the information is available in a number of formats, including: interactive app; pdf summary; self-service; superior detail (trend charts and tables on satisfaction by Force, geographical area, team and crime type).

QLIKVIEW FOR POLICING: SOLUTION AREAS



KEY PRODUCT HIGHLIGHTS

QlikView is a Business Discovery platform that unlocks the power of data. Requiring little or no training, it markedly improves performance by reducing the burden of and time spent on data analysis, empowering police with superior intelligence that can be easily shared among different Forces or stakeholders.

ASSOCIATIVE EXPERIENCE

Allows users to explore data by making selections and getting instant feedback on what data is associated and what is unrelated

GLOBAL SEARCH

Offers users key word search across all data with the simplicity of popular search engines and the ability to share what is found

COMPARATIVE ANALYSIS

Extends the QlikView associative experience to enable interactive comparison of user-defined groupings

QLIKVIEW ON MOBILE

Enables mobile users to benefit from Business Discovery on tablets or smartphones

DATA VISUALISATION

Presents data in charts, graphs and geographic maps, allowing users to visually assess performance

'WHAT-IF' ANALYSIS

Empowers users to test scenarios and assess the impacts of possible outcomes

TRANSACTION LEVEL DETAIL

Permits virtually unlimited slicing and dicing, enabling users to uncover specific drivers for trends and risks

RAPID DATA INTEGRATION

Creates a single view of information from multiple sources, one 'true' account

**QLIKVIEW IS PROUD TO
PROVIDE SOLUTIONS FOR:**

BLEKINGE COUNTY
POLICE, SWEDEN

COPENHAGEN POLICE,
DENMARK

CUMBRIA POLICE, UK

DEVON AND
CORNWALL POLICE, UK

DYFED POWYS POLICE, UK

GWENT POLICE, UK

HUNAN PROVINCE
POLICE, CHINA

NATIONAL BUREAU
OF INVESTIGATION,
FINLAND

NORTHUMBERIA
POLICE, UK

NORTH YORKSHIRE
POLICE, UK

SKÅNE COUNTY
POLICE DEPARTMENT,
SWEDEN

SWEDISH NATIONAL
POLICE





INSIGHT EVERYWHERE

QlikTech has offices worldwide with expert, friendly staff ready to help you drive smarter, faster decisions with QlikView.

For contact details please visit:

<http://www.qlikview.com/us/company/contact-us>



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