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Northumbria Police fights crime with HPE

Maximizes responsiveness and efficiency by running
HPE Integrity NonStop Servers

NORTHUMBRIA POLICE

Objective
Refresh data center infrastructure to improve performance and capacity for growing data requirements and application modernization initiative

Approach
Standardize on HPE Integrity NonStop Servers to run mission-critical crime reporting, incident handling, intelligence gathering, and case monitoring

IT Matters
• Increased performance 3.5 times compared to previous platform

• Maintained sub-second application response against 1.5 million user transactions/day

• Lowered support costs by 30% due to high system reliability and minimal hands-on administration

Business Matters
• Supports mobile access, helping officers respond faster and more efficiently to incidents

• Enables fast, secure data exchange between Northumbria Police and other law enforcement agencies

• Ensures continuous availability of critical data for 24/7 incident management and case monitoring

A long-time HPE NonStop server customer, Northumbria Police needed to support a major application modernization initiative. By upgrading to the HPE Integrity NonStop NS1208 Server, Northumbria Police gained 3.5 times more performance with plenty of capacity for application enhancement. It also provides continuous availability of the force's mission-critical command and control application, delivering sub-second application response against 1.5 million user transactions per day while lowering support costs by 30%.

Northumbria Police is one of the largest forces in England serving a population of 1.5 million people across 2,000 square miles. The force comprises nearly 3,500 police officers, approximately 1,500 staff, and more than 400 special constables and community support officers who work in collaboration to prevent, detect, and reduce crime in the Northumbria region.

"The HPE Integrity NonStop platform is robust, reliable, and available so our officers can do the work of policing without system disruption. The NonStop server has always performed to the highest standards but, above all, it is critical to delivering a first-class, responsive service to the communities we serve."

– Ian Woodward, Director of Information, Communications & Technology, Northumbria Police

Northumbria Police is also nationally recognized as one of the top performing forces in the UK. This is a result of the force's philosophical commitment to serving Northumbria citizens ethically, efficiently, and respectfully. A vital resource supporting this effort is the Northumbria Police Integrated Command and Control System (NPICCS), a single suite of applications for instant crime reporting, incident handling, intelligence gathering, case monitoring, and more.

Developed in-house over the last 30 years, NPICCS is precisely tailored and regularly enhanced to match the force's evolving business processes. It is the most critical technology environment in the organization for enabling officers to manage incidents promptly and effectively. That's why Northumbria Police has been running NPICCS on HPE NonStop servers for decades.

Ian Woodward, director of Information, Communications & Technology (ICT) for Northumbria Police, explains, "Policing is a 24/7 service, and officers can only do their jobs when they have access to all the data associated with an incident. This makes the NonStop server an ideal fit for NPICCS. With the resilient nature of NonStop systems we can keep operations running around the clock even in the event of a hardware failure. If a call comes in at 3:00 in the morning, we have to know NPICCS is available to manage the incident. NonStop gives us that kind of confidence."

Comprehensive solution for critical police work

In its most recent refresh of the NonStop server environment, Northumbria Police deployed two HPE Integrity NonStop NS1208 Servers configured with Intel® Itanium® Processor 9100 Series to run NPICCS. One server supports production operations in the force's primary data center, and the other provides active standby in a disaster recovery (DR) site approximately 20 miles away. The Integrity NonStop platform includes live data replication between the two sites, so all data entered into the primary system is instantly protected in the DR site.

With seven terabytes of integrated disk storage and flawless operation for more than six years, the Integrity NonStop NS1208 Server continues to provide plenty of performance and capacity to meet Northumbria Police's most demanding application workloads.

In addition, Northumbria Police relies on HPE ProLiant DL380p Servers to run everyday business operations, such as email, finance, mapping, and human resources. HPE Virtual TapeServer provides data backup to disk, eliminating the time and risk of manual tape handling, which previously required physically transferring backup tapes between sites, using a van.

HPE Services assisted with the data center refresh and provides ongoing 24/7 live support of all NonStop hardware and software within a four-hour response window, ensuring that any issues are dealt with quickly and efficiently.

Enables faster, more efficient incident handling

Since refreshing its NPICCS infrastructure with Integrity NonStop NS1208 Servers, Northumbria Police has increased performance dramatically.

"The NS1208 Server is 3.5 times faster than our previous NonStop system," notes Woodward. "It delivers the sub-second application response times our officers and staff depend on when responding to an incident or trying to uncover important evidence for solving a case. And the NS1208 Server maintains this level of performance even with an average of 1.5 million user transactions per day."

Woodward further points out that in some cases data must be shared between the NPICCS and other law enforcement agencies in adjacent regions or across borders. This was difficult in the past, but the added performance and capacity of the Integrity NonStop NS1208 Server enabled Northumbria Police to customize the NPICCS with additional application integration capabilities for fast, secure data exchange between third parties.

Integrity NonStop NS1208 Servers also enabled Northumbria Police to launch a critical initiative to modernize the front-end interface for NPICCS. Traditionally, officers had to be physically present in a police station to use the system. However, today's modern force requires mobile access via smart phones and tablets.

Using web services, Northumbria Police are developing a personalized, role-based portal into NPICCS that officers can securely access from anywhere and at any time while in the field. Instead of having only basic information such as name and address when responding to a call, officers will have more complete details regarding an incident at their fingertips, including a description of the scene, special notes about the parties involved, any history associated with the incident, and other pertinent information. What's more, officers can then update the incident log immediately following conversations with complainants or witnesses rather than hours later back at the station.

Customer at a glance

Hardware
- HPE Integrity NonStop NS1208 Servers
- Intel Itanium Processor 9100 Series
- HPE ProLiant DL380p Servers
- HPE ProLiant ML series Servers

Software
- HPE NonStop SQL
- HPE NonStop Remote Database Facility
- HPE NonStop Transaction Management Facility
- HPE NonStop Autosync
- HPE Virtual TapeServer - In the process of being decommissioned
- HPE Pathway
- WebLogic Server
- COBOL85
- C compiler software

Services
- HPE Data Center Migration Services
- HPE Foundation Care 24x7 Service

"This new portal will deliver all the performance of the NS1208 Server but through a more graphical interface," says Woodward. "It will provide officers with the information they need within seconds so they have the most current details possible when called into a situation. Most important, officers can spend more time on the streets, which is central to serving the public more effectively and efficiently."

High availability, low support costs

Naturally, value is always important, especially for public sector organizations. The Integrity NonStop NS1208 platform not only helps officers be more productive and efficient, it's reduced the administration burden on the ICT organization. In fact, less than one full time equivalent (FTE) is required to manage the system.

"Support costs are about 30% lower with the NS1208 Server than our previous platform," reports Woodward. "The system is so reliable it requires very little in the way of daily intervention. That frees up our staff to spend more time on projects that directly support the business and policing activities."

HPE technology has been at the heart of Northumbria Police's IT infrastructure for nearly three decades with no significant downtime. The Integrity NonStop NS1208 platform continues this long history of reliable operation, while enabling the organization to innovate and modernize its NPICCS environment to meet the ever-changing demands of law enforcement.

"The success of the HPE Integrity NonStop platform is that it is robust, reliable, and continuously available so our officers can do the important work of policing without system disruption," concludes Woodward. "The NonStop server has always performed to the highest standards but, above all, it is critical to delivering a first-class, responsive service to the communities we serve."

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