

# SERVE CITIZENS BETTER USING BUSINESS INTELLIGENCE

Acuma helped a government agency to control crime rate by improving their data mapping and business intelligence



## CLIENT OVERVIEW

The Client is a territorial police force responsible for policing a city in North West England. The service area is 647 square kilometres with a population of around 1.5 million. As of March 2009 the service has 4,494 police officers, 2,221 staff, 442 police community support officers and 420 special constables.

**Client**  
A Government agency

**Industry**  
Public Sector

**Service Offering**  
Migration and Reporting



Acuma created an advanced Business Intelligence platform using Microsoft BI Solution and improved the efficiency and performance of the Client.

## Business Challenge

The Client had a conventional data management system in place. They were unable to replace it due to security concerns. The Client was looking for a trusted partner who can replace an existing system with an advanced Business Intelligence tool. They wanted to deliver accurate and relevant crime information from their central data warehouse to a set of users to enable data driven business decisions.

## Business Solution

Acuma initiated a migration to Microsoft BI by installing the necessary software and prototyping the functionality needed for a large number of reports and dashboards. After understanding the existing functionality, Acuma recommended using SQL Server Reporting Services and then other tools as further capabilities are identified. The result was a successful proof of concept and overall solution design for the migration and detailed approach and estimates to complete the work.

On successful completion of the prototyping phase, Acuma team began the live migration with the following deliverables:

- Platform installation and configuration of the latest Microsoft BI tools
  - Development of new reports and migration of existing reports and dashboards
  - Customised BI Portal
  - Migration of existing functionalities to the new platform
  - Support for UAT and Go-live
  - Desk side support, knowledge transfer and user training to the BI team on the Microsoft products
- Apart from the original solution, Acuma also provided features such use of maps to identify various types of crime clusters as well as potential lawbreakers who reside in or commit crime in the local area.

## Business Benefits

- An integrated view of the crime and incident data that allows the Client to make data driven decisions
- Increased data credibility and easy access to critical information
- Significant number of reports are generated daily