SOLUTIONS

DIGITALLY TRANSFORMING **JUSTICE** AND **EMERGENCY** SERVICES

WE GET JUSTICE AND EMERGENCY SERVICES

PROVIDING POLICE AND FIREFIGHTING TEAMS WITH THE TOOLS THAT THEY NEED

The UK's justice and emergency services represent a critical frontline response, supporting and protecting the public. On any given day across the country, teams of police, ambulance and firefighters react to incidents in a timely and professional manner, delivering expert assistance and saving lives.

Yet the demands on justice and emergency services have never been higher, with tens of thousands of 999 calls answered every single day. The nature of emergency incidents is becoming more complex, too. The ongoing risk of natural disasters linked to climate change and the threat of terrorist attacks means police and firefighting teams must stand ready to respond to a host of unpredictable and potentially dangerous situations, requiring a more coordinated response.

Increasingly, then, justice and emergency services – both here and abroad – are looking to apply digital technologies to empower their frontline teams and strengthen public safety. The market for global incident and emergency management is set to grow from $107 billion in 2019 to $148.5 billion by 2024, according to global research company Markets and Markets, as governments invest in new IT infrastructures and other first responder equipment.

That's where CDW comes in. Our teams act as a trusted partner to police and firefighting teams by providing technology that can improve planning, responsiveness, communication and collaboration, from the frontline to the control room. CDW helps these essential organisations to protect the public in a fast, flexible and focussed way, while enabling more efficient operations.

Our areas of focus include:

COLLABORATION
The need for closer collaboration between justice and emergency services – as well as jointly working with related service providers – is a central pillar of public policy. The support we provide is focused on areas ranging from communication tools to file sharing technologies.

MOBILITY
Coordinating operations on the streets, with staff dispersed across wide areas, demands mobility. We help to equip police and firefighting teams with the tools they need to work remotely, recording and accessing information wherever they are located, which helps reduce administrative burdens.

CLOUD MIGRATION
With a fully orchestrated cloud strategy, justice and emergency services can realise efficiencies, become more flexible in the way infrastructure is organised and overcome constraints to improve the flow of innovation. Our cloud expertise spans public, private and hybrid environments, as well as data centre optimisation and managed services.

CYBER SECURITY
Our dedicated security practice provides protection across all areas of the IT estate, from data storage to end-user device protection. This helps government departments retain compliance, safeguard data and ensure operational resilience even as cyber security threats evolve, all without getting in the way of day-to-day work.

EFFICIENCY
IT investment can only benefit services when it is delivered within strict budget boundaries and enables greater efficiency of ongoing operations. Our extensive vendor relationships, solutions expertise and project planning knowledge allow us to deliver fully costed solutions which deliver measurable returns.

RESILIENT OPERATIONS – ALL DAY, EVERY DAY

Cyber security delivers peace of mind

In the fast-moving and time-critical world of justice and emergency services, the resilience of IT operations is of paramount importance. Cyber attacks inflict damage to critical systems, jeopardising the ability of blue light teams to provide frontline response which can potentially compromise public safety. This threat is rising as police and firefighting teams increasingly deploy mobile devices and IoT-related infrastructure, leaving themselves ever more vulnerable to intrusion.

As a leader in full-scale orchestration, CDW does not view cyber security as a separate consideration but embeds cyber security strategy across the entire IT spectrum, incorporating policy, process and technology. 'Secure by default' is an objective behind all CDW projects, equipping justice and emergency services organisations with the right tools and services to protect against a data breach or system compromise. CDW can deliver a robust security approach spanning all of the potential vulnerabilities in the IT estate.

THERE ARE FIVE KEY STAGES TO APPROACHING, PLANNING AND IMPLEMENTING A CYBER SECURITY STRATEGY TO HELP MINIMISE THE RISK OF A BREACH OR SYSTEM COMPROMISE:

IDENTIFY
Solutions and services that cover the whole spectrum of understanding an organisation's business, technical and security requirements to assessing the security risk to an organisation's IT infrastructure.

PROTECT
Solutions and services that are implemented to ensure that an organisation's IT infrastructure and data remains secure and continuously available.

DETECT
Solutions and services that provide on-going threat detection, security intelligence, vulnerability management, log analysis, event management and recursive scanning of the network and its applications to provide a clearer, deeper insight to an organisation's security posture.

RESPOND
Services to provide a response and / or triage a breach or suspected breach within an organisation's infrastructure.

RECOVER
Solutions to help organisations restore data and service availability following a security event or incident.

EMPOWERING MOBILITY AMONG FRONTLINE TEAMS

Police officers, medics and other emergency staff are forever on the move, responding to incidents at any time of the day. The provision of such a highly flexible service needs to be supported by intelligent and responsive technology, ensuring both safety and operational efficiency during pressured situations.

Equipping individuals with mobile devices such as tablets to record statements or cameras to photograph evidence needs to be backed by agile infrastructure via a secure digital workspace, enabling them to access crucial information, files, data and apps they need regardless of their location. This creates the potential to respond quickly and effectively and in a collaborative manner.

CDW can help identify a system of mobility which is adaptable, robust and cost-effective. As justice and emergency services respond to a broader range of operational scenarios, CDW supports the design and deployment of a secure digital workspace which accompanies frontline teams wherever they are, improving availability and accessibility without compromising security.

BENEFITTING FROM THE FLEXIBILITY OF HYBRID CLOUD

Hybrid cloud, which combines the best elements of public and private architectures in a single environment, is an outstanding prospect for justice and emergency service providers with understandable doubts about full transition to the public cloud. CDW is dedicated to overcoming cloud complexity, working with existing cloud environments or handling migration to a new one. Our comprehensive suite of cloud services is underpinned by partnerships with providers including Google, Amazon and Microsoft. ServiceWorks, CDW's own cloud platform, provides hybrid cloud capability that is fully managed.

Expert consultancy is supported by unique toolsets to help organisations plan, implement, migrate, monitor and optimise for sustainable improvement. CDW can help reduce risk, save costs and maximise productivity, regardless of what phase of the journey an organisation is in. Core solution areas start with CloudPlan, a strategic methodology that helps organisations make choices about how to manage transformation.

HOW CDW DELIVERS TECHNOLOGY-LED TRANSFORMATION

CDW has the experience to help police and firefighting teams to become digitally empowered and strengthen public safety by harnessing technology as an enabler of change. Our teams of experts have a long-standing track record of overseeing highly complex IT projects, bringing together disparate information to drive better decision-making and removing silos to simplify the delivery of essential services. We help our customers become more agile in response to public needs, improving collaboration internally and externally, reducing unnecessary spending and relieving pressure on resources.

Why we're trusted

OUR INDEPENDENCE
With a large, independent knowledge base, we select the most effective solutions for you from the widest range of technology partners and service delivery models.

OUR PEOPLE
Highly qualified teams specialising in all areas, from skilled consultants and technology market advisors to cloud solution architects and service professionals.

OUR SERVICES
Comprehensive range of services including advisory, design, configuration, logistics, installation, professional services, procurement, licensing, management, helpdesk and adoption support.

Our range of support services

CDW NATIONAL DISTRIBUTION CENTRE
CDW's purpose-built National Distribution Centre (NDC) serves as the main integration hub providing services to clients, and is core to our shipment and configuration model. The NDC ensures seamless supply and distribution, secure customer stock holding and fast, reliable delivery, with the ability to ship to almost anywhere in the UK in just 4.5 hours.

Key facts

- 120,000 sq ft distribution centre
- Holding over £40m of customer specific stock at any time
- Bonded stock holding
- Over 3 million items shipped annually

CDW SERVICE OPERATIONS CENTRE
The SOC is open 24 hours a day, 7 days a week, 365 days a year, processing over 30,000 alerts every month and making 1,900 field visits in this time. 95% of these field calls are fixed within an SLA. CDW's team of more than 150 skilled field service engineers and 350 service professionals support more than 62,000 customer contacts, with 29,000 incidents managed to completion.

CDW's highly secure Service Operations Centre (SOC) offers:

- Service design from managed service architects
- Service transition
- Service desk for incident management and first line support
- Engineering services
- Remote monitoring services
- Infrastructure and network management

- ITIL services
- Resolver Group Management Services
- Service management
- SC cleared service desk
- All CDW field engineers are SC and DBS cleared

How we deliver

- **360 degrees of expertise:** Our highly accredited teams work side-by-side with our partner community
- **Global scale:** An international footprint serving 150 countries
- **Procurement friendly:** Our supply chain management portal, ServiceTrack, simplifies the purchasing processes
- **National Distribution Centre:** Delivery to 98% of UK within 4.5 hours via 120,000 sq ft facility, shipping over 3m items each year.
- **Configuration Centre:** Over 750 workstations in a 20,000 sq ft facility staffed by 40+ technicians offering consultancy, rack building and device imaging
- **Unrivalled partnerships:** Opening doors to CDW's network of best-of-breed vendors, developers and solution partners.
- **Robust infrastructure:** 3 UK data centres offering co-located, fully managed and hybrid services
- **Round-the-clock support:** 24/7 ServiceDesk support staffed by over 350 professionals, with over 100 field engineers and Service Operations Centre.
- **Trusted by the best:** 250,000 global clients, representing 30% of FTSE 100.
- **Support services:** For every stage, including enterprise solution design, managed services, integrated planning, consultancy and device management.
- **Dependable engineering:** Break-fix solutions via over 100 field service and on-site engineers, contactable through a single helpdesk.

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www.cdw.com

CDW PEOPLE WHO GET IT®