CUSTOMER
Northgate Public Services

SECTOR
Public Sector—Police

COUNTRY
UK

CHALLENGE
Create a new platform integrating multiple, critical applications into a single, transformational service.

RESULTS

Web services

Northgate's new shared technology platform provides police forces with a single source of data, and integrates and supports a suite of critical applications from the street to the court. Using Uniface, we were able to deliver a step-change in capability, both in terms of functionality and delivery. We have replaced multiple silo-based applications with a single data source, integrating information in an innovative, new approach to transform the way police forces operate across the country. Uniface allowed us to do this rapidly and securely.

Cloud

With the Uniface development environment, there is no on-premise requirement. Instead, we offer a multi-tenanted private cloud, using identity and access management control, and we audit to ensure the highest level of security. Using a web browser, users have seamless access to shared applications, removing the need to re-key data and streamlining processes.

Scalability

Our platform allows police forces to achieve cost and efficiency savings through collaboration. An individual force will typically have several thousands of users, and as more forces join the platform volumes will increase significantly, up to an expected level of some 100,000 users. Uniface allows us to support increasing end-user numbers with no disruption to services.

Who We Are and What We Do

Northgate Public Services is a market leader in providing specialist software, outsourcing and ICT services to the human resources, local government and public safety markets.

The original company was founded in 1969 and since that time has built up over 40 years' experience in the ICT industry. The group currently employs over 12,000 staff in more than 46 countries and across five continents. Clients include around 1,000 multi-national companies, and more than 20 per cent of Global Fortune 500 organizations, as well as a wide range of public service providers.

Northgate plays a unique role in the delivery of public services in the UK. We work with 95 per cent of local authorities, as well as every regional police force and all NHS hospitals. Our clients also include housing associations, utility companies and transport providers, as well as central government departments and agencies.

Our service partnerships, transformation programs and software solutions are helping radically redesign services across the public sector and, at the same time, reduce costs. We are helping to improve people's lives every day.

Our Uniface Application

Northgate Public Services has been providing police and criminal justice agencies with world-class IT solutions for over 20 years. Our vision is to transform the way in which we deliver the core capabilities for policing, by providing a single source of data which will allow police forces to collaborate and share data in four key areas: Intelligence, crime investigation, managing defendants in custody and case file preparation for court.

Using Uniface, we have undertaken a major development program to build a platform which allows different police forces to connect information, align processes and share costs. This is the largest-ever collaborative police IT project outside of a national program. The development team consists of 45 developers working both in the UK and India who collaborate together on the project.

As well as sharing information more easily across police boundaries, our platform will allow police forces to significantly streamline the way they record data within the force. At the moment information on suspects, defendants, witnesses and missing people is often stored in different databases, all of which have to be updated separately. The financial savings that will come from using one shared IT system will allow forces to maintain investment in frontline policing.

> " *Our relationship with Uniface has gone from strength to strength. They are there to help us when we need it, whether it be with providing resources on a project, or getting a piece of functionality into the product. These things tell us we made the right choice to stick with Uniface as our core technology for all these years."*

Malcolm Graham,
Operations Director (Public Safety)

Why We Partner with Uniface

We have been partners with Uniface for 20 years and over that time our relationship has grown deeper and stronger as we have worked together on key applications for police forces. When we were deciding on our technology partner for our new platform development we considered a number of options, but during our assessment of what other suppliers had to offer it became clear that only Uniface had the combination of technology offerings and domain knowledge which we needed to make this innovative, unique approach a success.

We had a number of applications already built in Uniface and we were pleased with those. By partnering with Uniface we felt we would get to the desired outcome in our latest development sooner than with alternative choices. We evaluated re-writing a lot of the capabilities, but analysis showed that by working with Uniface, we could scale more easily to the volumes we required and benefit from a rapid way to move to completion.

Uniface is committed to constant technology innovation. The technology market is fast moving and when we were planning the design of a major platform to transform how police forces used technology to drive efficiency and improve services, it was very important that we had a partner who could help us keep pace with the rapid changes in the technology landscape. Uniface has enabled us to do that.

A particular strength of Uniface for us is the ability to scale applications easily to match increases in volume, as we expect demand for our collaborative platform to rise significantly and quickly. Our platform project has pushed the boundaries of scalability and performance, and we have been very impressed with the way in which Uniface has responded to our requirements. Uniface has opened up its development lab for us so we can speak directly to the people writing the code, which has helped us solve the challenges we faced.

There is a considerable element of trust in our relationship with Uniface, which is very important to us when we are planning and executing such a major development. We have access to the technical team at all times and we gain a lot of comfort from that. Uniface has always been responsive to our requirements, not just in terms of the technology platform but also with an understanding of the mission-critical nature of the development and the particular requirements of this domain, and has supported us all the way.

10 Ways Uniface Helps You Succeed

#1 PRODUCTIVITY

#2 RELIABILITY

#3 SECURITY

#4 INTEGRATION & REUSE

#5 SCALABILITY

#6 AGILITY

#7 SUSTAINABILITY

#8 TECHNOLOGY INDEPENDENCE

#9 COMMUNITY

#10 PARTNERSUNITED PROGRAM

UNIFACE
Advanced Development Technology

What is PartnersUnited?

PartnersUnited is the Uniface program for all of its partners, including Independent Software Vendors (ISVs), System Integrators (SIs) and Distributors. The goal of PartnersUnited is to bring Uniface partners together into a community to facilitate networking, collaboration and cultivation. It is designed to help partners do more and sell more by extending their reach across markets and into high-growth areas while offering members a global network to uncover opportunities and find new growth avenues. Ultimately, it is about helping Uniface's ecosystem of partners to be even more successful.

"The breadth of the partner network is significant and therein lie opportunities to work together and uncover commercial opportunities."

**Malcolm Graham,
Operations Director (Public Safety)**

PartnersUnited and Us

The Uniface PartnersUnited program has been valuable to us in ensuring we get access to the right level of support for the customers who depend on the services we provide. Uniface has always recognized the importance of the work which our applications support and its impact on the general public and we have been very impressed with their levels of responsiveness.

With some other third-party suppliers, if you raise an issue they are most likely to respond by saying that you need to upgrade to the latest version of the software or ask you to log specific details. It's not like that with Uniface at all. They actively help when there's any kind of problem and their approach when we report a problem is to get themselves into a position to help and to help very quickly.

With PartnersUnited, we have access to all levels of the organization and there is a recognition by Uniface of who our customer is and the critical nature of our solutions. There is also the potential for other Uniface developers and systems integrators in the network to team up with us in future to exchange ideas which may well be of interest to our customer base.

Technical Benefits We Gain from Uniface

With about 20 years of Uniface experience, we can state the benefits with confidence.

- In developing our new platform we were looking to move to an entirely different enterprise architecture, which would be hosted on an off-premise cloud and which would offer end users access to information which could be delivered anywhere via a web browser, on a tablet, a desktop PC or any other device.

- Uniface's ability to offer a secure cloud-based solution, with built-in resilience and disaster recovery was critical to this Software as a Service approach, as was its increasing support for mobile devices.

- We already had policing applications which had been written with Uniface, so we had the capability to plug these into the new platform and Uniface made the migration more straightforward and easier.

- We can easily reuse logic from applications written in earlier versions of Uniface (or in Javascript) within a modern Uniface application. This ensured the development team's productivity remained high. We can now offer end users a single application covering a range of activities from crime and intelligence management on the street, through to case preparation for court and custody management.

- Uniface's model-driven environment allowed for the rapid development of applications, with built-in services to simplify deployment and management. This approach increased productivity at the start of the project. We had development teams across five locations, three in the UK and two in India, with development tasks handled seamlessly between them.

PartnersUnited: Connect, Collaborate, Cultivate

Global networking and collaboration is the cornerstone of PartnersUnited. This is done online and through international and regional summits and events. Partner events provide a forum for the senior managers and technical managers of Uniface's partners to come together and discuss compelling topics and look at Uniface development from a business, as well as a technical perspective with the aim of adding value to partners' businesses. Opportunities include:

- A range of networking opportunities, including 'speed networking' to meet as many people as possible and identify colleagues with shared interests

- Moderated sessions to discuss strategies and issues

- Partner case studies

- Round tables and presentations on topics such as globalization, Cloud and mobile

- Contributions from industry experts such as Forrester

- Breakout sessions where participants can cover their special interests in additional depth with "likeminded" colleagues.

"*Uniface understands the significance of our project and what we are trying to accomplish. They are willing to go the extra mile to meet our business requirements.*"

**Malcolm Graham,
Operations Director (Public Safety)**

- As well as moving legacy applications onto the platform, we wanted to ensure we had a very open architecture going forward. Using Uniface we are able to give end users the ability to engineer their own applications, using the common services we are providing. Uniface allowed us to embrace innovation with APIs that allow third parties to become part of our eco-system.

- Uniface provides a number of different ways of interfacing with third-party systems from web services (high tech) to flat files (low tech).

- A big part of our design methodology is making sure that the platform can stay contemporary. We did not want to limit our customers to always asking us to develop applications in response to local requirements. Instead, we wanted to offer an agile design capability. Uniface allows us to use the identify and asset management and audit features embedded in the platform, both to re-use the data across existing applications and to create data for a larger eco-system.

- Uniface's model-based architecture supports agile design and also enables us to provide the latest user interface without having to change or rewrite the underlying business rules.

- Uniface was instrumental in enabling us to embrace the latest thinking on digital developments in the government sector, which stresses the need to remove any 'lock in' to a single supplier. With this approach, individual police forces will be able to ask local SMEs to develop specialist applications for their use.

- Uniface is platform- and database-independent, so individual police forces are not locked into one supplier for any hardware or software element of our solution. This also makes it easier for different forces to collaborate via our framework, regardless of their hardware platform.

A Future with Uniface

We see our partnership with Uniface continuing to grow and strengthen in the future as we develop our shared platform further and as more police forces come on board and collaborate in sharing data and services. We know we can depend on Uniface to continue to provide high-quality, highly responsive support no matter how large our end-user volumes become. Uniface will be with us all the way as we work to transform the way in which police forces work across the UK and, in the longer term, internationally as well.

UNIFACE
Advanced Development Technology

UNIFACE
Advanced Development Technology

About Uniface

Uniface, the most productive, reliable development tool in the industry, provides a model-driven environment for the rapid development of scalable enterprise mission-critical applications. Learn more at www.uniface.com

Uniface B.V. Hoogoorddreef 60, 1101 BE Amsterdam, The Netherlands
© 2016 Uniface B.V. **www.uniface.com/legal**

Europe: +31 (0) 20 311 62 22   US: (248) 233-0866
Global Offices: www.uniface.com/contact   Email: ask@uniface.com