PUBLIC SAFETY

CASE STUDY

Cumbria Constabulary Transforms Digital Policing For Frontline Officers and IT Operations Using Absolute Secure Access

Cumbria Constabulary Meets The Technological Demands of the Modern Police Force with Absolute

The Cumbria Constabulary is the territorial police force in England covering Cumbria. The force serves more than 500,000 residents and needs resilient network connectivity to support its officers and emergency response efforts. Technology can drive efficiency and empower organizations. The Cumbria Constabulary stands as proof of that. The police force serves the UK's third-largest ceremonial county by area. Home to more than half a million residents, Cumbria also hosts some of the country's largest national parks. The sheer size of the region means the police force must rely heavily on technology and cellular networks to ensure a rapid incident response.

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> We needed to do things differently, so having access to internal core systems via handheld devices was critical. It means having real-time, up-to-date information available to the officers to inform their decision-making on the ground.

**MATTHEW KENNERLEY,
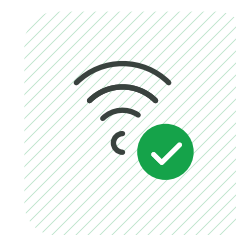SUPERINTENDENT,
CUMBRIA CONSTABULARY**

THE STORY

Seamless, Reliable Connectivity for Frontline Officers

All mobile technology deployed to the officers must meet three important criteria: usability—tech must be easy to use without complicated logins; accessibility—anything a user can do at their desk should be available on any device from anywhere; and most importantly, connectivity— remote users must have seamless, secure, reliable access to the Internet, internal resources, and each other.

SECURITY NEEDS

STABLE
CONNECTIVITY

UNINTERRUPTED
SECURE ACCESS

OPTIMIZED USER
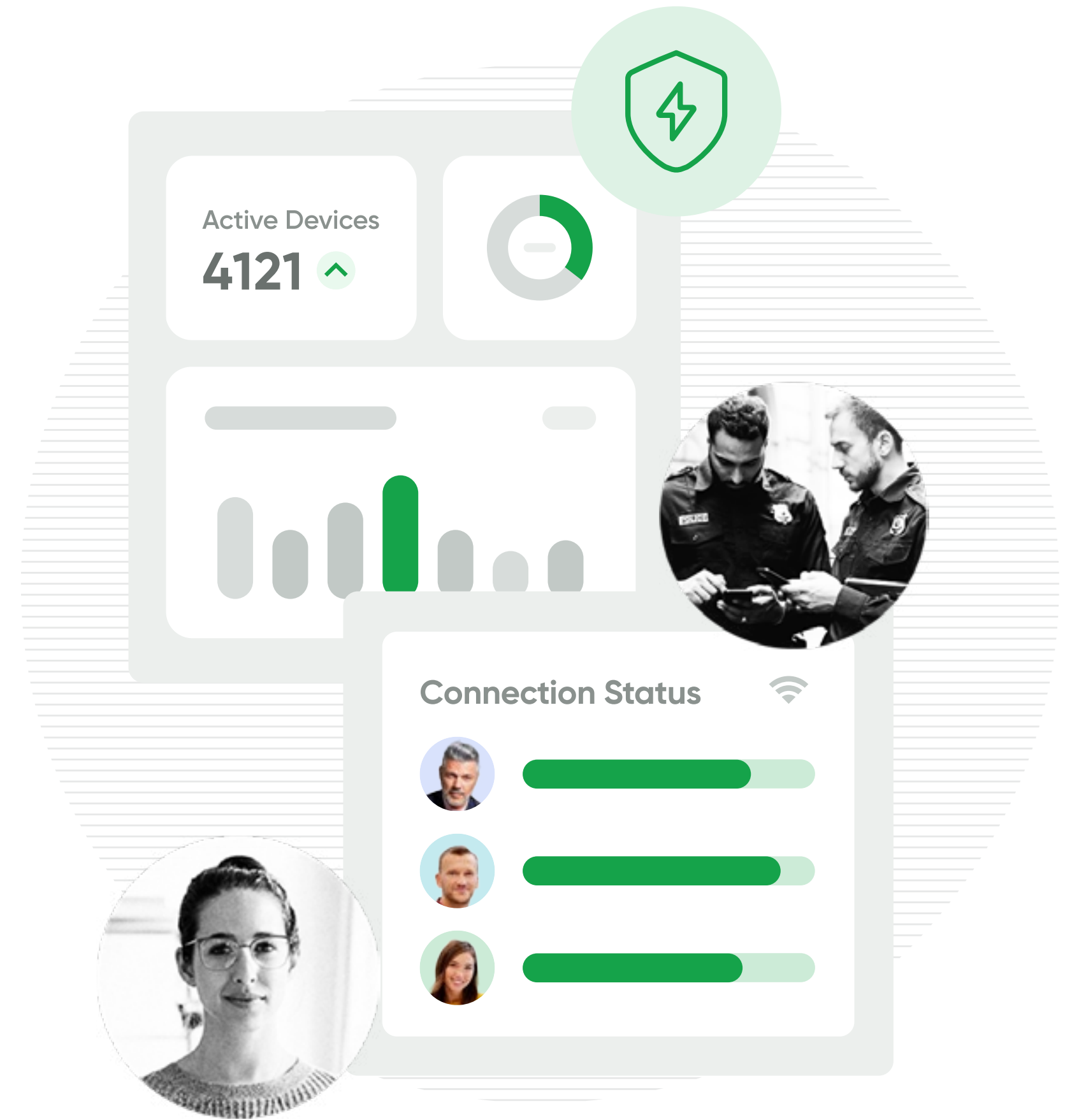EXPERIENCE

THE SOLUTIONS

How They Did It

Meeting the Technological Demands of a Modern Police Force

To meet these challenges, the Cumbria Constabulary has sought to place itself at the forefront of digital policing in the UK. Since 2016, the constabulary has been implementing the National Enabling Programme's (NEP) technical infrastructure. The NEP strategy is a nationally assured and designed set of tools available to police forces across Britain. To date, the police force has implemented many successful IT initiatives, including digital evidence solutions, the adoption of Microsoft 365, several device rollouts with Absolute Secure Access and Microsoft Intune®, and most recently, the implementation of a business continuity plan and COVID-19 response effort made possible by the Absolute Secure Access remote access solution.

Improving Communication and Collaboration

Other benefits that the Cumbria Constabulary sees from their digital transformation are improved communication and collaboration through video conferencing using Microsoft Teams® and document sharing in Microsoft OneNote®. Daily operations have also improved. For example, the police force now has the ability to update incident logs in real time. Offender photos are immediately added to any incident log, making the images instantly available to all the deployed officers and tactical advisors.

> ❝
>
> ## Absolute Secure Access is a key part of our mobility solutions. Without that stable and reliable connection, the rest is worthless.
>
> **MATTHEW KENNERLEY,**
> **SUPERINTENDENT,**
> **CUMBRIA CONSTABULARY**

THE RESULTS

Paving the Way for a Zero Trust Strategy

In addition to having a more resilient network due to optimized connectivity, Absolute Secure Access is a key part of the Cumbria Constabulary's agile IT strategy to adopt Zero Trust and secure remote access. As a result, the police force is now able to implement new ideas and technologies that are making policing better for both frontline officers and IT teams.

For Cumbria Constabulary, Absolute Secure Access:

✓ Improves daily operations and productivity for the police force

✓ Provides stable and reliable connectivity, no matter where the user is

✓ Helps transform the police force's digital policing strategy to meet technological demands

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Trusted by nearly 21,000 customers, Absolute Software is the only provider of self-healing, intelligent security solutions. Embedded in more than 600 million devices, Absolute is the only platform offering a permanent digital connection that intelligently and dynamically applies visibility, control and self-healing capabilities to endpoints, applications, and network connections — helping customers to strengthen cyber resilience against the escalating threat of ransomware and malicious attacks.

Request a Demo

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