



Front Line Services Supporting UK Police Forces

The key challenge facing your force is how to deploy cost effective policing and corporate strategies within a tight budget. Dacoll can support you in achieving this by enabling your in house teams to focus on their key specific roles supporting the operational policing and corporate functions.

Dacoll provides a full range of ICT Technical Support services for Industry Standard systems. We have invested in state of the art management systems to ensure that the service is cost effective. These scalable and flexible systems provide a comprehensive service suite to accommodate your specific needs. This can include operational responsibility for delivery of day-to-day infrastructure services as part of a strategy for improved 1st line IT services, where we have an excellent track record.

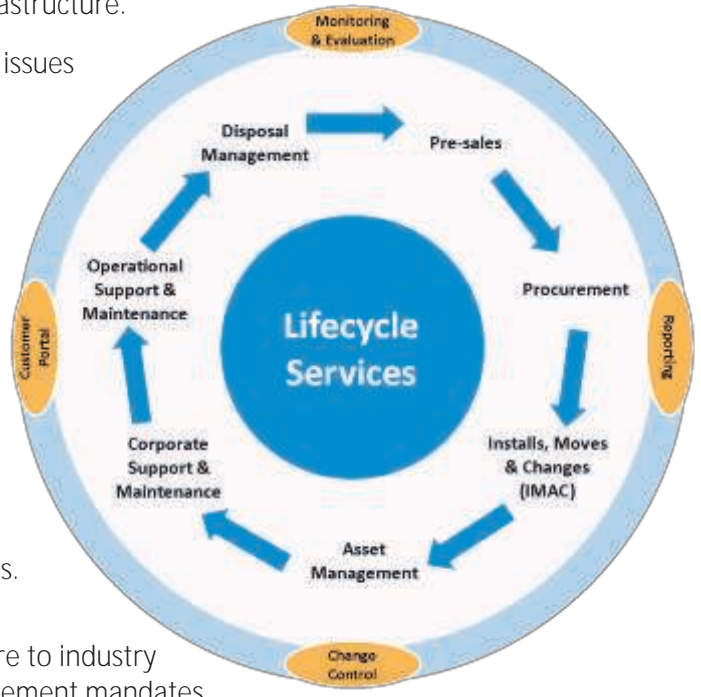
Our mature Service Integration and Management (SIAM) methodology ensures that only services which you need and actually use are paid for. Our flexible IT Service provide a more cost effective way to manage your IT spend by clearly identifying your costs while providing the reliability and performance you need.

Through relationships with industry standard and national application providers, combined with Dacoll's consultants and technicians being security cleared to the highest standards, we bring relevant experience to compliment and support your in house IT specialists. We support local and wide area network infrastructures, fixed and mobile desktop infrastructures, servers, storage, telephony infrastructure and operational control centre in a combination that meets your specific needs.

Your IT Services Partner of Choice

Our support packages offer police forces significant cost savings, improved service delivery and operational efficiency by outsourcing the management, support and maintenance of IT estates. When you partner with Dacoll we take responsibility for the ongoing availability of your IT services, helping you realise significant, simultaneous improvements in both quality and efficiency across your IT infrastructure.

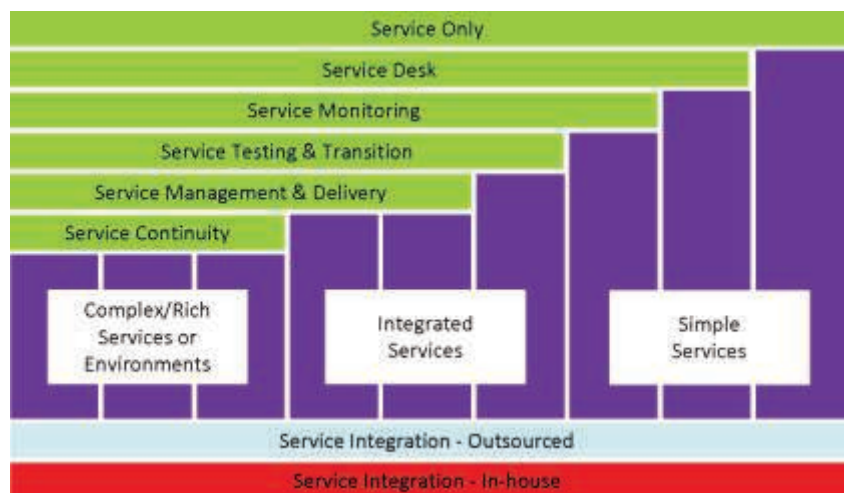
- **24x7 service** — we are always available and can address issues before they impact your users.
- **Rapid response and fix times** — we get your systems up and running fast, minimising disruption to your services.
- **Operational fix** — We restore the users' system to a condition that allows them to resume work. "Warranty-only" provides a functioning client system without images applied meaning the user is not productive.
- **Hi Tec (or 'e') crime experience and security**
- **Specialist engineers** — security cleared to the highest standards, with vast experience across a wide range of ICT services.
- **Improved service** — our IT support and maintenance services leave your staff free to concentrate on core roles.
- **Security** — We only send security cleared staff to site.
- **Compliance and Risk management** — our services adhere to industry best practice and meet all confidentiality and risk management mandates.
- **A trusted supplier to the Regional Organised Crime Unit (SEROUCU)**. We also work with the Counter Terrorism Unit, and deliver enhanced interoperability and resilience across the regional police forces.
- **Case and Custody, Body Worn Video, PEC, PNC and ANPR solutions are current projects.**



World-beating IT Service Expertise

Our comprehensive IT Services include:

- **Service Desk:** Our Service Desk takes the pain out of managing and supporting your users, so your IT department can focus on business-critical projects.
- **One force saved 33%** in analysis time as a result of recent upgrade project (2014).
- **Operational Policing and Corporate Service levels:** To suit your needs and budget.
- **Installations, Moves and Changes (IMAC):** Our IMAC services take the pain out of updating, relocating and configuring new installations.
- **Virtualisation:** Storage, Back Up, and End User services. Let us help design the most suitable service.
- **Infrastructure Management:** We can maintain and support your entire IT infrastructure, monitoring your network to identify and fix issues before they impact your users.
- **Remote Access Control:** Solutions to enable mobile workers whilst maintaining security.



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