

# SECURE MOBILE SOLUTIONS

## Meeting the challenge of Government Transformation

**All citizens are consumers of Government services - although few entirely appreciate this or the vital nature and impact of decisions made by officers daily - whether from housing, social work or revenue collection.**

Transformational Government is key to a citizen focused organisation. As a consequence, providing customer facing officers with the ability to acquire and supply, critical information in real-time – when and where it is needed – will transform the efficiency and effectiveness of field based staff.

In essence, information becomes a formidable aid and a truly effective resource to both staff and customer, regardless of their location. Part of our mission is aimed at ensuring that information, traditionally segregated, becomes available to those who need it - when they most need it.

Beatsystems technology, the reference standard for mobile communications, is aimed at optimising the critical decisions made by local authority staff. We can ensure that council officers whilst out in the field can readily consult multiple databases – receiving updated case-notes, new alerts and procedural updates – using the **Single Point Functionality™** to access and enter data simultaneously to multiple relevant legacy systems. As an example, this would enable an Environmental Health Officer to undertake the equivalent of three separate visits to a single premise during one call.

Assessments can be swiftly and securely completed via any mobile device from Tablets to PDAs. Intelligent forms with drop down options and pre-populated report fields maximise the ease of use of this advanced business tool. In turn, all information and data received from the field visit can be immediately updated by the officer; ensuring, at all times, information is fresh, contemporary and thriving. This is achieved with appropriate access controls and multiple levels of security.

Mobile technology, properly scoped and designed, substantially adds to the commitment councils hold to customer-care and responding swiftly to the needs of the citizens they serve – in addition to substantial efficiency gains – which we can demonstrate.

Beatsystems unique award winning technology is built upon a highly developed understanding of the needs of your business. This is fundamental to the successful implementation of a mobile communication solution.

In addition, it ensures that the solution matches needs with expectations and is highly regarded by all in the organisation. From this detailed approach, we would wish to distil the essential business processes required by your operation, which are then mapped out and communicated with you and your team.

From these shared activities, emerge the suggested route for secure mobile communication coupled with real business process improvements.

- **Efficiency** - The systems tailored by Beatsystems are already in many sensitive secure operations in the UK. By removing layers of administration and paperwork, major efficiency savings have been realised and reported.
- **Integration** – Single Point Functionality™ provides simultaneous multiple access to central legacy systems providing a full enterprise mobility solution. Tested and proven to allow the seamless and robust integration of remote data with existing monitoring system, scheduler or platform.
- **Risk Management** – The system has been designed to optimise the safety of officers on the ground. Officer location and the transfer of real time intelligence on risk management are key elements of their safety. Real time two-way update alerts including a panic facility have proved invaluable.
- **Security** – Beatsystems have designed the technology to utilise the latest Home Office/CESG security standards. Advanced wireless connectivity provides secure information exchange to central systems. Stun and kill ability renders remote device useless in the wrong hands.
- **Logistics** – Dynamic scheduling - via Back Office Graphical Information Systems - allows the accurate and efficient direction of officers to locations. Used with GPS it provides continual job status updates throughout the shift period.
- **Asset Management & Tracking** – Full inventory details are remotely captured using the latest RFID technology that centrally record stock information providing a flexible comprehensive mobile solution.
- **Audit** - Additionally, the technology automatically creates an audit trail and time-stamped log of workload for vital corroboration and audit purposes.
- **Ease** – Tailored electronic forms are completed using hand writing recognition, voice activation and/or intelligent prompts. Included are signature capture, drawing capability and picture attainment.