



Modernising reporting efficiencies



This Australian police force provides a range of policing services 24 hours a day, seven days a week to keep citizens safe. Thousands of employees work across over 100 police stations.

The challenge

In times of emergency, there is a great need for police forces to be organised and prepared to respond to ever-changing circumstances – officers are often diverted from usual duties to cater to these special events. COVID-19 was no exception. The pandemic has changed the whole world and even police officers were not immune to its effects. This customer needed to be able to report at any given time how many officers had been diverted to pandemic-related duties, how many were in isolation or quarantine, and how many were diverted to borders in times of tight interstate travel rules, in order to systematically deploy staff. The report would also have to suggest where additional resources could be acquired if needed. However, the unexpectedly huge impact of COVID-19 meant that the customer suddenly faced the consequences of not having any one system that could attain this critical information. Staffing was being manually recorded in Excel spreadsheets, which had become inaccurate as many different versions were used across the police force's 56 branches. Reports were intended to be created daily, however due to the immensity of the task, were laboriously processed either late or not at all. In order to keep the community safe and healthy, the force needed a way to quickly view their staffing situation and make adjustments in the effort to control the pandemic's spread.



The solution

The customer turned to long-time partner Fujitsu for assistance. Having worked together for decades, the two organisations were able to quickly collaborate and propose an innovative solution that would be able to keep the police force functioning efficiently. SharePoint was used to store and share each branch's staffing spreadsheets, allowing for live updates that were instantly reflected across the force. SharePoint also carried the ability to restrict access to branch stakeholders – crucial when dealing with potentially sensitive staff information. Then, Microsoft Excel Power Query would collate data from these individual service spreadsheets into an organisation-wide document. Each day, the Power Query table data could easily and quickly be extracted to generate an easily digestible PDF report for police force executives. In this way, the process was completely transformed for maximum efficiency and minimum labour.

The Outcomes

Because of the ease and speed of the new business application, reports were able to be run at the required daily rate with minimal training needed. The time to generate the report was reduced from hours to mere minutes. This was crucial in a time of great uncertainty where new regulations and announcements were made daily, and lives constantly at risk. Service owners could easily see on the report where backup resources could be attained from, minimising disruption to regular operations and allowing the whole force to run far more efficiently without unnecessary staffing shortages. The reporting application is not only useful in the time of COVID-19, however – it will be utilised for other emergencies or special events in the future also when extra resources are required. With the relevant Police Commissioner and state Premier also receiving the reports, their accuracy, reliability and practicality were proven.

Fujitsu and this customer were able to leverage their long term relationship in the face of a global disaster, successfully easing the mounting pressure on policing staff. The application transformation is not only beneficial during the current climate, but will continue to provide value to the organisation as it recovers from the pandemic's effects and returns to normal operations. In addition to its benefits internally, Fujitsu's solution will help to keep the local community safe as the police force accurately assigns and recruits officers to reflect demand. In this way, Fujitsu has delivered on its goal to build trust in society through increased safety and security.