

## Symphony at work in the Police Service



The Police service has long been at the forefront of technical innovation within the recording industry. This is hardly surprising when one considers that every interaction, whether it be telephony, CCTV/video, screen data or Airwave, can be recorded and potentially used for verification, best practice, scenario reconstruction, training and of course, evidential purposes. That's why the Police service was one of the first users of digital recording technology and that's why they've been using Weston Digital Technologies' Symphony™ family of products since 1996.

'Weston Digital's Symphony family of products has deservedly developed a reputation for being easy to use and hence is the perfect tool for high-pressure environments'

With recording now commonplace across most facets of police work, a number of key challenges have emerged. Firstly, the sheer volume of data means that the chosen products have to be very efficient in terms of storage and retrieval. Secondly, due to the nature of the work, the products have to be thoroughly accurate, totally secure and of high quality. Thirdly, in order to provide the maximum value, the products have to be easily integrated and simple to use. And finally, in order to address constant budgetary concerns, the products have to be cost effective.

Weston Digital has long been a provider to the Police service because its Symphony family of products has developed a reputation for addressing each of these challenges.

### OVER A DECADE'S EXPERIENCE

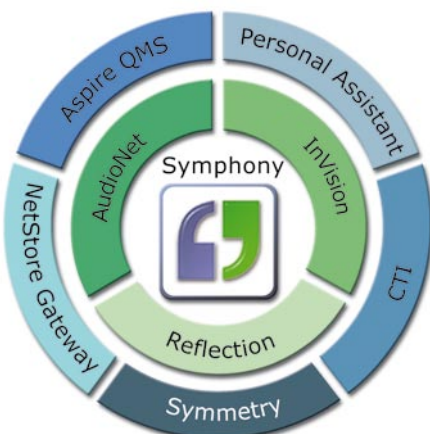
There are a number of areas within the Police service where recording products have been used for many years. These include: Call Centres that receive emergency and other calls from members of the public; Control Rooms that are responsible for all telephone and radio communications with officers in the field; and Incident Rooms that are responsible for specific investigations. For more than a decade, Weston Digital has been supporting such environments.

Whilst these remain critically important to each force, there are a number of other areas where recording technology is now being used. These include:

- **Firearms Units** – Weston Digital is providing police forces with portable devices to record mobile firearms units
- **Special Operations** – Weston Digital is providing police forces with portable devices to record communications at public events
- **Mobile Command Units** – Weston Digital has provided the recording equipment for voice communications and CCTV cameras in mobile command units for customers such as British Transport Police
- **Internal Investigations** – Weston Digital has supplied a number of police forces with surveillance equipment for internal investigations
- **In-vehicle Video Recording** – Weston Digital's technology is recording and storing in-vehicle video footage

What sets Weston Digital's products apart from their competition is that they integrate seamlessly with the leading ICCS and telephone systems used in the Police service, they are very popular because they are highly intuitive and simple to use, and perhaps most importantly, they have proved to be hugely efficient yet highly cost effective.

SYMPHONY'S FAMILY OF PRODUCTS



Another area where Weston Digital can claim to be ahead of the competition is innovation. Thanks to various technical advancements, Weston Digital is now able to provide a number of truly innovative and genuinely exciting products to the Police sector; examples include:

- **Custody Recording** – Weston Digital can now offer a digital alternative to the traditional cassette recorder method. Not only does this negate the need for cassettes and all the cost overheads associated with them, but also enables the transcriptions to be located anywhere on the network. This means that forces can record, store and retrieve transcriptions much more efficiently, whilst making significant cost savings.
- **Scenario Reconstruction** – Weston Digital now has the technology to store multiple concurrent recordings of any media type (audio, screen, CCTV, etc) and replay them along a single timeline in order to reconstruct a detailed and precise trail of events. This means for instance, that camera data recorded in cars can be combined with fixed camera and helicopter footage, as well as all voice communications. This provides significant advances in the availability of evidential and training material.
- **Live Review** – Each of Weston Digital's products enable users to replay or review part of a recording before the actual recording is complete. This means that whilst an incident is unfolding, officers can review what's taken place to date. This greatly aids decision making in potentially difficult situations.

## SYMPHONY AT WORK IN THE POLICE SERVICE

<b>AudioNet™</b>	Provides an extensive set of features for the audio and telephony arena, supporting both TDM and IP voice recording. Used extensively in the Police sector for customers such as Avon & Somerset Police, Leicestershire Police and Northamptonshire Police.
<b>InVision™</b>	Provides state-of-the-art CCTV recording for enterprise-scale applications. An integral part of Weston Digital's in-vehicle recording solution. Used in Mobile Command Units for customers such as British Transport Police.
<b>Reflection™</b>	Provides advanced screen activity recording and pixel-perfect results with truly lossless compression. Potential uses in the Police sector include covert surveillance and scenario reconstruction.
<b>Personal Assistant™</b>	Provides easy-to-use instant replay facilities at client workstations. Used extensively and at all levels within the Police sector.
<b>CTI</b>	Provides multiple flexible options for integrating recordings with existing ICCS systems and ACD equipment. Used extensively by the Police in Call Centres and Control Rooms.
<b>Symmetry™</b>	Provides organisations with the ability to integrate customer data residing within independent application databases with Weston Digital's own Symphony family of products. A CRM tool used extensively in Police sector applications.
<b>NetStore Gateway™</b>	Provides organisations with the ability to utilise their existing data storage infrastructure for storing recordings. Used extensively in the Police sector.
<b>Aspire QMS™</b>	Provides an integrated quality management solution for call centres and similar environments, enabling police forces to meet their quality targets in line with National Call Handling Standards, and establish a strong base for best practice. Used successfully by Northumbria Police.

### ABOUT WESTON DIGITAL TECHNOLOGIES

Weston Digital Technologies is one of the world's leading providers of voice, video and data recording solutions. Weston Digital's mission is to provide its private and public sector clients with mission-critical solutions tailored to match specific needs, enabling them to meet their regulatory and business requirements. Headquartered in the UK with regional offices in New York, Hong Kong, Bangkok and Sofia, Weston Digital is a technology-driven company that has long been at the forefront of innovation within the industry.

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