

# Nominee: Keysource & The Metropolitan Police Service

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## Nomination title: DCMS for the Metropolitan Police Service

The Metropolitan Police Service (Met) is the territorial police force responsible for law enforcement in Greater London, excluding the "square mile" of the City of London. Its highly-secure, available and scalable data centres house critical Met IT systems. These include emergency service communications, an average of 6,000 triple-9, and 15,000 non-emergency calls every day, automatic number plate recognition, which captures over 38 million plates daily, and the recently-introduced body worn video.

Keysource was chosen to lead the transformation of the Metropolitan Police Service's data centre estate as part of its One Met 2020 transformation programme. The organisation had identified an efficient IT infrastructure as a key enabler in delivering its 20:20:20 strategic plan – to decrease seven priority crimes, increase public confidence and reduce costs, each by 20 per cent by 2020. It aims to achieve these objectives through five interlinked programmes including Total Technology: modernising IT at lower cost.

As the Met's Data Centre Management Service (DCMS) provider, Keysource is responsible for managing IT assets, capacity, efficiency, certification and compliance in its data centres. The Keysource DCMS service is key to enabling the delivery of the latest technology and IT services to the Met.

Keysource worked with stakeholders and suppliers as part of a five year partnership to deliver a restructure to its data centre estate to increase operational efficiency, having a direct impact on the objectives of the Met's 2020 vision.

This saw the team consolidate the Met's three data centres to two strategic sites, significantly reducing operating costs, optimise existing services with increased monitoring, automation and control, and implement more effective procurement of data centre space – future-proofing the service.

## CHALLENGES

The infrastructure and application management services at the Met were set to approach their end of life. Existing services challenges included:

- Lack Value for Money – the majority of ICT Support Services budget were spent 'keeping the lights on'
- Inefficient - low levels of utilisation
- Inflexible - large volumes of dedicated and bespoke infrastructure

- **Distribution** - infrastructure located across multiple sites
- **Diverse** - multiple, varied versions of software, operating systems and infrastructure management tools
- **Obsolete** - infrastructure was ageing, difficult to build on and required new investment to run and maintain

As part of the One Met transformation programme, in 2016 it began issuing 22,000 body worn video (BWV) cameras to its officers to help meet its objective of increasing public confidence. Keysource identified that a new infrastructure was required to help it better cope with this new Big Data source and unlock the benefits of new technology systems and protect the availability of services at risk due to ageing systems.

The Met also operates a Service Integration and Management (SIAM) model for its IT infrastructure suppliers. The Keysource service therefore had to be designed to work as part of a SIAM environment and the team worked with supplier relationship boards and collaboration workshops on a regular basis to help de-risk the more stringent demands of this model.

Collaborating within a multi-supplier ecosystem, the Keysource team brought together relevant stakeholders within the Met including digital policing and its property services division. This allowed it to unlock a key aspect of the service: a truly end-to-end delivery that included transformation of its existing services and the ongoing integration of new services across the Met.

This has helped the Met to better exploit advances in technology and adopt continuous improvement for its IT infrastructure.

## THE SERVICE

The Keysource Data Centre management services (DCMS) is one of the key pillars enabling the delivery of the Met's digital policing and meeting the objectives of its 20:20:20 ambitions.

The service was designed to support a number of the Met's key objectives including modernising its IT while reducing costs, improving efficiency, maintaining resilience, and delivering energy savings. To further assure availability Keysource operates a 24/7 onsite security and engineering presence across the MPS data centre estate, with a 15-minute response time to ensure systems are highly available.

- **Improving Efficiency** – By fully understanding the Met's requirements and using intelligent Data Centre Infrastructure Management (DCIM) to analyse the IT utilisation, the Keysource DCMS team supported the consolidation of three data centres into two strategic sites, significantly reducing operating costs including travel time for day-to-day management.
- **High Quality** – To ensure optimum resilience, efficiency and availability, the new data centre was heavily evaluated before being chosen. Existing assets were optimised to conform to defined standards with high levels of monitoring, automation and control.

- **Resilient** – In order to meet the Met’s demanding business needs, the service delivery and outcomes were engineered to ensure maximum success.
- **Future Growth** – As part of the data centre consolidation programme, the Keysource team also renegotiated how the Met procures its data centre space to deliver the most cost efficient solution and allowing it to scale its footprint as required.
- **Enabling** - designed to adapt, embrace and enable new mobile and internet Met services.

## RESULTS

The new system has created significant benefits for the Met, including:

- **Reduced spend by 20%** - The transformation project will contribute to planned savings of £500m by 2020.
- **Increase public confidence by 20%** - Public confidence has increased by 3% over 2016 alone, alongside the roll out of some new digital policing technologies, supported by the MPS data centre estate and the Keysource DCMS team.
- **Cut 7 priority crimes by 20%** - The MPS is currently recording a reduction in crime of 18.2% against the 2011/12 baseline.

## Why nominee should win

- **Working under a complex SIAM procurement model for IT services, the team managed to deliver a truly end-to-end service**
- **Keysource updated the Met’s existing infrastructure to cope with new streams of data, and do so more efficiently**
- **The team had to create a system that supports conflicting demands, including increased public trust and cost reduction**
- **The Keysource transformation has been a key pillar in meeting the Met’s strategic objectives**