



Durham Constabulary  
Durham, United Kingdom  
www.durham.police.uk

### Industry:

Public Sector

### Employees:

2,000 to 4,999

### Oracle Products & Services:

Oracle Customer Data Hub  
Oracle Database

**“We had a lot of confidence in Oracle, both the company and its products. Durham Constabulary is a small organization but we felt as if we were Oracle’s only customer. A lot of the success was due to the Oracle staff on site. Their attitude was all about what needed to be done to make the project a success.”** – Ron Richardson, Head of Information Systems and Technology, Durham Constabulary

## Durham Constabulary Improves Intelligence Data-Sharing Using Oracle Customer Data Hub

Durham Constabulary polices County Durham and Darlington Borough, a region of varying rural contrast and population diversity. The area attracts large numbers of visitors interested in its heritage, history, and reputation as one of the most beautiful parts of England. Durham Constabulary employs 1,700 police officers and 800 police staff.

### Challenges

- Replace an Ingres system that acted as a feed from several police intelligence databases into a cross-border intelligence system to cope with growing requirements
- Introduce a system to help improve the quality of data held and shared across police forces, as recommended by a national police report

### Solution

- Linked Durham Constabulary’s internal analytical systems, which are used for purposes such as detecting crime patterns so that police resources can be allocated accordingly, into Oracle Customer Data Hub running on Oracle Database
- Served as the connection point into the cross-border intelligence system
- Provided a scalable solution with the capacity to meet the current and future data requirements for Durham Constabulary, including the option to extend the hub to link together more intelligence systems
- Provided data-cleaning features of Oracle Data Hub to build data consistency
- Used Oracle Consulting Services to provide on-site project management as well as functional and development consultancy, including technical set-up and skills training in the new technology, to deliver the project under time and budget