



West Midlands Police Authority
Birmingham, England
www.west-midlands.police.uk

Industry:

Public Sector

Annual Revenue:

US\$977 million

Employees:

13,000

Oracle Products & Services:

Oracle Database
Oracle Text

Implementor:

Oracle Consulting

“Using the expertise and professionalism of Oracle Consulting Services we were able to leverage our investment in Oracle to build a solution at a fixed cost in just ten weeks.”

– Bob Wellings, Senior Database Administrator, West Midlands Police Authority

West Midlands Police Builds Real-Time Intelligence Sharing Solution in Fixed-Price, 10 Week Project

Ranked the United Kingdom’s best performing metropolitan force in 2006, West Midlands Police serves a population of more than 2.6 million in the heart of England. Its 350 square mile area covers the major business centers of Birmingham and Coventry and includes some of Europe’s busiest motorways.

Challenges

- Comply with the Management of Police Information (MoPI) code of practice requiring forces to demonstrate their ability to link data and records, following the Bichard Inquiry in 2004
- Implement an advanced search solution enabling police officers and staff at 140 sites to retrieve real-time intelligence instantly from all 13 Oracle 10g-based operational systems

Solution

- Selected Oracle Text, a Google-style search engine included in Oracle Database 10g with built-in thesaurus and flexible pattern matching, to enable free-text searching across all 13 systems
- Commissioned Oracle Consulting to design, build, and deploy a SQL-based front-end user interface after consultation with in-house developers and users and go live within 10 weeks
- Using Oracle Text to give 6,500 users 24/7 access to 250 gigabytes of police intelligence held in 350 million command and control, crime, and custody records
- Benefiting from sophisticated indexing capabilities and flexible content search features of Oracle Text to locate information using a range of selection and relevance criteria
- Leveraging speed and efficiency of Oracle Text to enable users to retrieve quality, relevant information at sub second speed
- Adding up to 4,000 new records each day with no impact on search performance, thanks to the scalability of Oracle 10g
- Using Oracle Text to allow officers to update the thesaurus and include new descriptors and related terms as required, without needing assistance from the IT team
- Benefiting from low maintenance needs of Oracle Text to enjoy significantly improved searching without increased overhead