



# CASE STUDY

## SECURELY DELIVERING COMPLEX DIGITAL TRANSFORMATION across a large Police Force

### CONTEXT & CHALLENGE

A major UK police force engaged Futures in mid-2021 to support the delivery of its critical digital transformation agenda. With an ambitious programme to modernise legacy systems, including the replacement of command & control infrastructure & records management systems, the force required a trusted delivery partner capable of supporting both the DDaT and wider business change portfolios.

The transformation involved the integration of cloud-based technologies, national alignment with the Enabling Programmes (including Office 365 rollout), intranet re-development, & neighbourhood intelligence capabilities.

With multiple mission-critical & interdependent projects underway, the force needed to modernise at pace, without compromising service continuity or operational integrity.

From day one, Futures worked in partnership with the CDIO, Head of Transformation Delivery, & key programme leads to map the transformation journey, identify pinch points, and establish the right governance and cadence for success. Our delivery approach was designed to ensure agility, continuity, & resilience in the face of complex interdependencies & ongoing change.

### OUR APPROACH

Futures designed a flexible, scalable delivery model aligned to the customer's strategic goals and operational needs. Our model was built around three core principles:

#### Access to Vetted, Cleared Talent

Providing highly skilled, NPPV3-cleared SMEs with deep expertise in policing and secure environments.

#### Cost-Efficient, Value-Led Delivery

Leveraging budget efficiencies through a hybrid model of outcome-based delivery and specialist augmentation.

#### Accelerated Onboarding

Streamlining vetting and mobilisation processes to reduce onboarding timeframes and minimise programme disruption.

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## DELIVERY MODEL & EXECUTION

We mobilised a multi-disciplinary team of specialist contractors & consultants across the transformation portfolio.

### KEY CAPABILITIES INCLUDED

- Programme and project delivery.
- Business process and systems analysis.
- Enterprise, solutions, integration & technical architecture.
- DevOps, testing, & software engineering / development.
- Data analysis, engineering and insight.
- Change management and adoption.

Our embedded model enabled a true partnership approach



## IMPACT & OUTCOMES

Through our national network & pre-cleared SME pool, we were able to deploy resources in as little as 24 hours and fast-track NPPV3 clearances within 2-4 weeks.

Over the last three years, Futures has successfully brought in over 70 cleared SMEs across the force's transformation portfolio.

We've become a trusted partner, contributing to the safe and effective delivery of one of the most ambitious technology transformations in UK policing.

Working as an extension of the in-house team, Futures provided end-to-end programme oversight, from mobilising delivery teams and creating strategic delivery schedules, to triaging risks and managing interdependencies across the digital estate.

### Critically, we implemented a four-part strategy to manage transition & change

- Clear and consistent communications
- Knowledge transfer and upskilling
- Data quality improvement
- Structured cutover and go-live planning

We also supported budget management, dependency mapping, and agile reporting structures to support transparent governance and real-time performance monitoring.

### KEY RESULTS INCLUDE

Seamless delivery across high-risk, high-priority digital programmes.

Accelerated time-to-value through rapid resource onboarding.

Embedded agile delivery practices & governance.

Clear, measurable progress against strategic transformation goals.

Extension of contract in March 2024 for a further three years, reflecting continued confidence in Futures' delivery capability for future programmes & projects.

Through close collaboration, strategic resourcing, and a commitment to delivery excellence, Futures has helped this police force move securely and confidently into the digital age, enabling better services for officers, staff, and ultimately, the public.