



Userstory

# Toronto Police Service

## Toronto Police Service chooses Netpresenter to improve the effectiveness of their vital internal communications

The Toronto Police Service ([www.torontopolice.on.ca](http://www.torontopolice.on.ca)) is the largest city police department in Canada and the 5th largest in North America responsible for managing crime and providing for the safety, security and quality of life for the 5 million people who live and work in Greater Toronto. A recent study by the United Nations has identified Toronto as the most diverse city in the world.



John Sandeman, Manager of the Toronto Police Video Services Unit told us: "Our Police Service and leaders, are dynamic and innovative, who upon viewing Netpresenter realized that this solution would enable TPS to transform 3000+ standard screensavers into interactive kiosks. This would further facilitates the gentle repetition of vital news and information in a low friction and memorable format!"

**"The screensaver facilitates the gentle repetition of vital news and information in a low friction and memorable format"**

Sandeman went on to say, " Like any large Police Service anywhere in the world we are deluged with information, we have an extensive Intranet and Knowledge Management Systems as well as crime databases. The challenge that we had identified was ensuring that our staff noticed and most of all remembered the vital information!

Netpresenter has helped us make giant leaps forwards over the last nine months since we implemented! In an emergency, posed by a Terrorist Threat or an Amber Alert, being able to broadcast immediately through a pop-up display, to over 3,000 workstations (7200 colleagues), is also a major benefit for us!"

**"In an emergency, being able to broadcast immediately through a pop-up display, is also a major benefit to us"**

Some of the most important challenges for Toronto Police Service to overcome were:

- Dramatically increase the ability of the Chief of Police and Command to communicate with every member of the Service.
- Overall improve internal communication to all staff, both uniform and civilian by providing a variety of messages in a multi-media format.
- Completely control both messages delivered and sites delivered to.

- Ability to broadcast instant emergency messages if necessary.
- Better utilization of existing hardware.
- Maximize cost effectiveness
- Maintain complete control of content.

## **"We no longer have to "drill down" to get the message!"**

John Sandeman, Manager of the Toronto Police Video Services Unit told us: "Netpresenter is playing an important role in providing members of the Toronto Police with up to date information on child abduction notices."

The Toronto Police are planning for increased use of Netpresenter capabilities by allowing individual stations to broadcast local messages as well as include netpresenter on all the workstations in police vehicles using our wireless network. This expanded use will only further enhance the communication within the Toronto Police Service and assist in their efforts to fight crime.

John concluded "We now have a very cost efficient and effective method to deliver strategic corporate messages that were sometimes buried amongst the high volume of information that we handle on a daily basis. We no longer have to "drill down" to get the message!"

Netpresenter is a leading developer of innovative internal communication software and emergency alert software solutions. The company's software is in use at organizations such as Nokia, Amsterdam Airport Schiphol, Volkswagen, Ford, Pratt & Whitney, Philip Morris, Siemens, Unilever, Eastman, NATO, US Navy and police and government agencies worldwide.



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