



Cloud-based File Sharing Gives Police Force Secure, 24/7 Access

Overview

Country or Region: The Netherlands
Industry: Government agencies

Customer Profile

The Dutch National Police is a government agency committed to enforcing the law, protecting property, and reducing civil disorder.

Business Situation

The Dutch National Police needed a reliable way for its workforce to share classified documents securely, and communicate with each other while in the field.

Solution

Microsoft Office 365, offering a range of cloud-based collaboration and productivity tools, enabled employees to securely and reliably share files, and communicate from virtually anywhere.

Benefits

- Secure document sharing
- 99.9% guaranteed uptime
- 24/7 access
- 20–30% time savings

Our information is often extremely sensitive. Office 365 helps us maintain strict controls around the documents we share within our organization.

Alice Zoethout, Project Support VPK, Stichting IPEEK

Crime never sleeps—and neither does the Dutch National Police, the organization dedicated to serving and protecting the citizens of The Netherlands. While its officers work on the front lines, upholding the law and guarding against civil disorder, the organization’s support staff looks to improve efficiencies in the way employees operate.

The Dutch National Police works tirelessly to protect its citizens and uphold the law. But the organization also strives to maximize efficiencies wherever possible. Office 365 gave the police force the high-level security it needed to share confidential documents, plus a 99.9% service uptime to keep its officers in action. And with 24/7 access from anywhere the officers are working, it’s now even faster and easier to share critical information.



Situation

The Dutch National Police is made up of 25 regional forces, with more than 25,000 employees. The vtsPN, a group of 10 individuals within the Dutch National Police, provides the organization as a whole with services, products, and advice to promote overall efficiency and improve law enforcement capabilities. The vtsPN needed a way for its workforce to share classified documents securely. The group considered Google apps, but couldn't verify the safety of that solution.

"Nothing is more central to our data needs than security," says Alice Zoethout, Project Support VPK at Stichting IPEEK, a foundation which works for the Dutch National Police. Not only does the police force handle sensitive and classified information internally, but it also needs to be able to pass that information on to other government agencies.

Next to maintaining the privacy of documents, uptime was the most critical factor for the always-working police force. With an around-the-clock schedule, reliability was non-negotiable for the organization. Finally, officers had to be able to access information and communicate with each other from their patrol cars, street corners, or from their desks. The vtsPN sought a file-sharing solution that would uphold critical security requirements, provide a high level of service to maximize uptime, and would be accessible anytime, anywhere.

Solution

The Dutch National Police decided to deploy Microsoft Office 365, which delivers a range of cloud-based collaboration and productivity tools. Employees would now be able to share files, securely and reliably, using SharePoint Online. They could also take advantage of a familiar email solution

with Outlook Online. The organization was eager to see how it could benefit from Office 365's security features and high level of reliability. And with Lync Online, officers and support staff could communicate from virtually anywhere through instant messaging, PC-to-PC video calls, or online meetings.

The Dutch National Police works with a large volume of classified documents, sharing them between officers, within the department, and between agencies. Office 365 offers the police force a file sharing system with the enhanced safety features they need to keep their documents safe. Plus, Office 365 comes with premium anti-spam and antivirus technologies that are automatically updated to protect against the latest threats.

Office 365 is also the ideal solution for the Dutch National Police because of its reliability. "The Office 365 service level agreement is outstanding," says Zoethout. "An uptime of 99.9% is extremely important to us, of course, since police work doesn't sleep." In addition, Office 365 offers continuous data back-ups, disaster recovery capabilities, and globally-redundant data centers, minimizing the risk that the police will ever lose its valuable information.

Finally, Office 365 offers the Dutch National Police round-the-clock access to their documents. "As you can imagine, the police are not always at their desks," Zoethout says. "We need to be able to access our files on the go." With Office 365, the Dutch National Police can be productive on PCs, mobile devices, and browsers from nearly anywhere.

Benefits

With Office 365, the Dutch National Police has a reliable and accessible file sharing system that has helped the force achieve a 20–30% time savings, while also keeping its documents secure.

High-Level Document Security

Document safety, confidentiality, and security are the three biggest concerns for the Dutch National Police. When sharing classified information—such as details about an ongoing investigation—it's crucial that no one without authorization is able to access files. "Our information is often extremely sensitive," Zoethout says. "Office 365 helps us maintain strict controls around the documents we share within our organization." With enterprise-grade reliability, strict privacy policies, and multi-layer security against viruses, spam, and phishing attacks, Office 365 is helping the Dutch National Police maintain its critical data security.

Guaranteed Uptime

Police work never stops, which is why the Dutch National Police requires a solution that will work with the same tireless reliability as its officers. "Our organization has to be responsive and available to connect with other organizations 24/7," Zoethout says. Since Office 365 has a financially-backed uptime of 99.9%, the police force can be sure that its data is available around the clock.

Anytime, Anywhere Access

With Office 365, the police staff can see their email anytime, anywhere, and respond to it. They can also access files, IM other officers, or set up virtual meetings through Lync Online—all from their mobile devices. "Thanks to Office 365, we've realized a 20–30% time savings that can be rededicated to actual police work," Zoethout says.

The Dutch National Police is driven by efficiency, and Office 365 has met its challenge to save its employees time, while providing secure, reliable access. The police estimate that Office 365 could ultimately save them significant time over the course of a year. According to Zoethout, "Office 365 has delivered the reliable file sharing and communication we needed to realize our number one departmental mission: To drive efficiencies within the organization."

For More Information

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For more information about Wortell products and services, call or visit the website at: www.wortell.nl

For more information about Dutch National Police products and services, call or visit the website at: www.vtspn.nl

Microsoft Office 365

Microsoft Office 365 brings together cloud versions of our most trusted communications and collaboration products—Microsoft SharePoint Online, Exchange Online, and Lync Online—with the latest version of our Office desktop suite and companion web applications for businesses of all sizes.

Office 365 helps save time and money, and it frees up valued resources. Simple to use and easy to administer, it is financially backed by a service level agreement guaranteeing 99 percent reliability. Office 365 features robust security, IT-level phone support, geo-redundancy, disaster recovery, and the business-class privacy controls and standards that you expect from a world-class service provider.

For more information about Microsoft Office 365, go to: www.office365.com

Software and Services

Microsoft Office 365

- Microsoft Outlook Online
- Microsoft Exchange Online
- Microsoft Lync Online
- Microsoft SharePoint Online

Windows Phone 7