

# Business Value Calculator:

## Simplifying your business case to prove the value of investing in technology

### Enhancing Efficiency and Effectiveness: Transforming Police Control Room Operations

As dedicated partners in public safety, we recognise the pivotal role of police force control room staff as the frontline responders to public needs. It is imperative that these essential workers are equipped with the necessary tools to perform their duties effectively. Kin + Carta's recent evaluations of UK police force control rooms, conducted with Microsoft's support, unveiled concerns about inefficiencies hindering operational excellence and citizen-centric outcomes.

#### Key Findings

##### Low levels of automation

Our assessments revealed significant time wastage due to manual data entry tasks. Staff are frequently burdened with duplicating information from emails or PDF reports into Incident Report Systems and Record Management Systems, leading to increased costs and reduced productivity.

##### Operational inefficiency and human error

We identified several operational challenges, including suboptimal rota and capacity planning, absence of a unified view for citizens and employees and a large number of duplicate records across legacy databases. These issues contribute to decreased efficiency as staff struggle to access accurate information and rectify duplicate entries across multiple platforms.

### The Business Value Calculator

Kin + Carta has created the Business Value Calculator, a tool to help police forces identify:

- The time and costs of frequent, laborious control room tasks
- The time that could be saved through using automation technologies
- The projected return on investment (and payback time) for investing in such solutions.

The Business Value Calculator also showcases how Microsoft technologies can bring operational and financial benefits to the police force:

Operational benefits	Financial benefits
<b>Automation</b>	
<ul style="list-style-type: none"> <li>• Increase capacity, enabling staff to focus on value-driven activities (by using process automation and Microsoft AI Builder)</li> <li>• Effectively direct citizens to relevant support (Microsoft Dynamics Omnichannel for Customer Service, interactive voice response (IVR) or self-serve tools)</li> <li>• Use Robotic Process Automation (RPA) to reduce human error and improve data quality and usability</li> </ul>	<ul style="list-style-type: none"> <li>• Enables forces to access capacity that may previously have been lost on labour-intensive jobs with a high risk of human error (for example, rekeying information or triaging contacts)</li> <li>• Empowers forces to more impactfully support citizen needs</li> </ul>
<b>Greater Visibility</b>	
<ul style="list-style-type: none"> <li>• Increase visibility of staff members' rotas, working days, or capacity (Microsoft PowerRoster)</li> <li>• Showcase performance to drive more impactful insights (Microsoft BI)</li> <li>• Bring together data and insight to support rota planning</li> </ul>	<ul style="list-style-type: none"> <li>• Drives informed decision-making around rota planning, future service delivery, and general community demand insights</li> <li>• Enables forces to better allocate capacity and better meet demand, while increasing capacity to provide support</li> </ul>
<b>Artificial Intelligence</b>	
<ul style="list-style-type: none"> <li>• Support real-time access to information to aid decision-making (Microsoft Copilot within Microsoft Dynamics Omnichannel for Customer Service)</li> <li>• Create a digital-first point of contact for citizen queries that do not require immediate control room support (chatbots within Microsoft Dynamics Omnichannel for Customer Service)</li> </ul>	<ul style="list-style-type: none"> <li>• Helps forces deliver the right service, to the right person, at the right time, driving positive outcomes for citizens and accelerating informed decision-making</li> <li>• Divert inappropriate demand, increasing the capacity to support citizens</li> </ul>

### How the Business Value Calculator works

The Calculator is a robust, quantitative approach designed to reveal precise figures of time spent and costs associated with all relevant control room tasks. Kin + Carta will guide you through the setup, diagnostics and prescriptive insights process.

Once data has been entered, the tool then converts time spent into the cost of staff performing these tasks. These outcomes are compared with the total licensing and delivery costs of a relevant Microsoft solution and the tool provides a return on investment figure and payback period length.

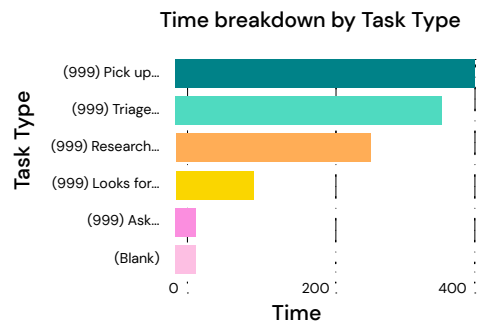
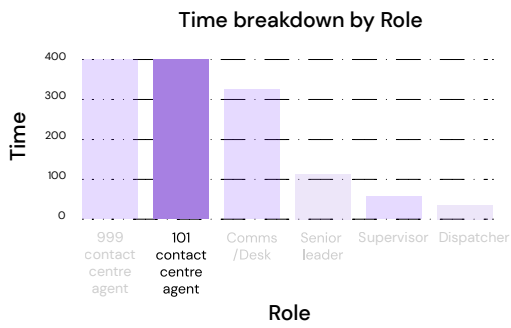


Day Week Month 3 Months 6 Months **12 Months**

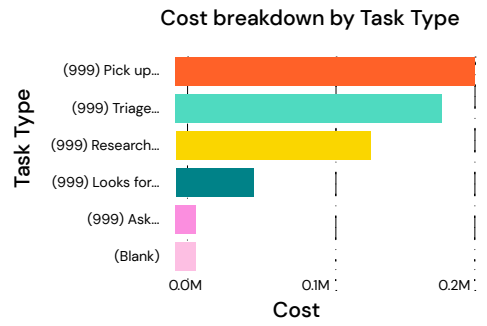
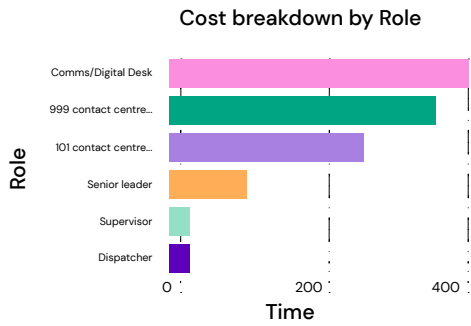
Task Type Role Task Frequency

Day Hours Mins

**1,236.1 DAYS**  
Total Time



**£ 661,636**  
Total Cost



Illustrative representation of the dashboard illustrating the time breakdown by each role within the control room, along with the associated costs for executing each task.



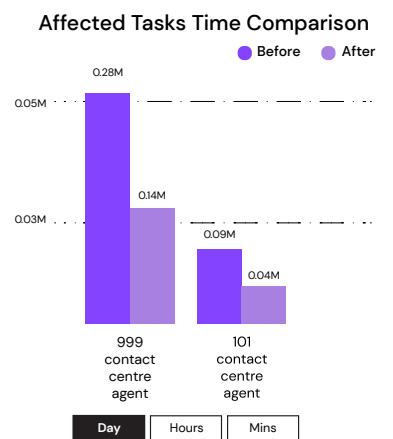
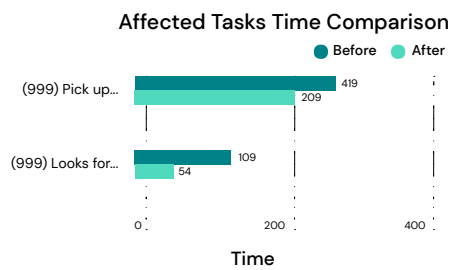
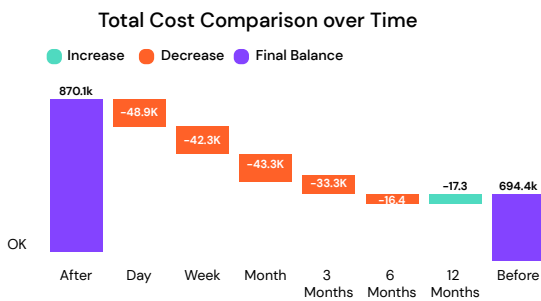
Day Week Month 3 Months 6 Months **12 Months**

Business Case  
Test  
Product: Microsoft Dynamics Omnichannel

**£ 50,000**  
Total Cost

**£ 10,000 Monthly**  
Recurring Costs

**11 months**  
Breakeven time



Before	After	Savings	After inc...
527.1 Days Affected Tasks Time	263.6 Days Affected Tasks Total Time	263.6 Days Affected Tasks Total Time	£ 170000 Product Total Cost
£ 187,288 Total Cost Savings	£ 187,288 Total Cost Savings	£ 187,288 Total Cost Savings	£ 357288 Product Total Cost

An indicative representation showing the break-even time for a new solution to recoup the investment in cost-savings.

### Outcomes of a technology-enabled control room

Based on basic data provided by your police force, Microsoft licensing/tooling estimates, and Kin + Carta's project delivery estimate, the Business Value Calculator will produce a business case that proves how an AI-powered tech solution could support with:

- Improving staff morale and employee retention
- Staff enablement through reduced training
- Increasing efficiency and productivity
- Citizen-centric, high-performance service offerings

Want to learn more about the operational and financial benefits transformative tech can bring to your control room?

Contact Kin + Carta to schedule your Business Value Calculator demo.