MERSEYSIDE POLICE

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Merseyside Police

Case Study

UCentric analytics

Presented By: MIT

Background

Merseyside Police (MSP) operates within a high-pressure, high-volume public safety environment, handling a significant number of inbound calls every month. On average, MSP receives close to half a million inbound calls per month, many of which are directed to critical emergency and non-emergency numbers such as 999 and 101.

To support this, MSP uses a mixed telephony estate including Openscape Contact Centre, Openscape Voice, and several NEC DS3000 phone systems. While these platforms provide core telephony functionality, their native call logging and reporting capabilities are limited, particularly when operating at the scale required by a major police force.

The Problem We Overcame

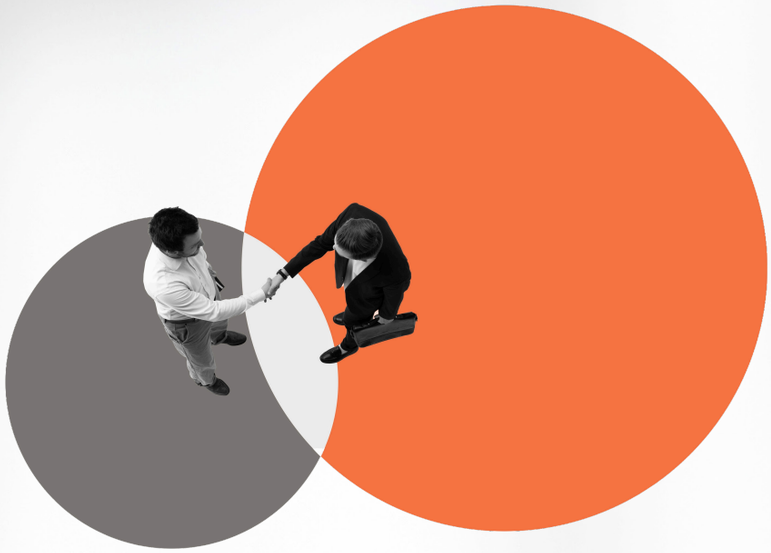
The scale and criticality of call handling at MSP meant that accurate, timely, and searchable call records were essential. However, the limited logging capabilities of the existing phone systems made it extremely difficult to locate specific call records, especially when investigations required reviewing multiple calls over extended time periods.

This challenge was compounded by the operational reality faced by public services: MSP receives a high volume of spam, nuisance, malicious, and threatening calls, as well as repeat calls from the same numbers within short timeframes. Given the nature of police operations, all such calls must be identified, analysed, and, where necessary, formally investigated, a task that was extremely time-consuming using native system tools alone.

Problem Statement

Merseyside Police required a centralised solution capable of capturing and correlating call data across multiple disparate telephony platforms. The solution needed to enable fast investigation of individual calls, pattern-based analysis of repeat callers, and accurate reporting on calls to critical numbers such as 999 and 101.

Without this capability, investigations were slow, manual, and resource-intensive, creating operational risk and placing additional strain on the telecoms team.



Objective

The objective was to provide MSP with a single, reliable platform that could:

- Aggregate call data across all phone systems in the estate
- Enable rapid search and investigation of call records
- Identify repeat, nuisance, or threatening callers
- Support proactive monitoring of abandoned and high-risk calls
- Reduce the manual effort required for call investigations

A further objective was to ensure the system could be used daily by operational staff, delivering immediate value without requiring specialist reporting skills.

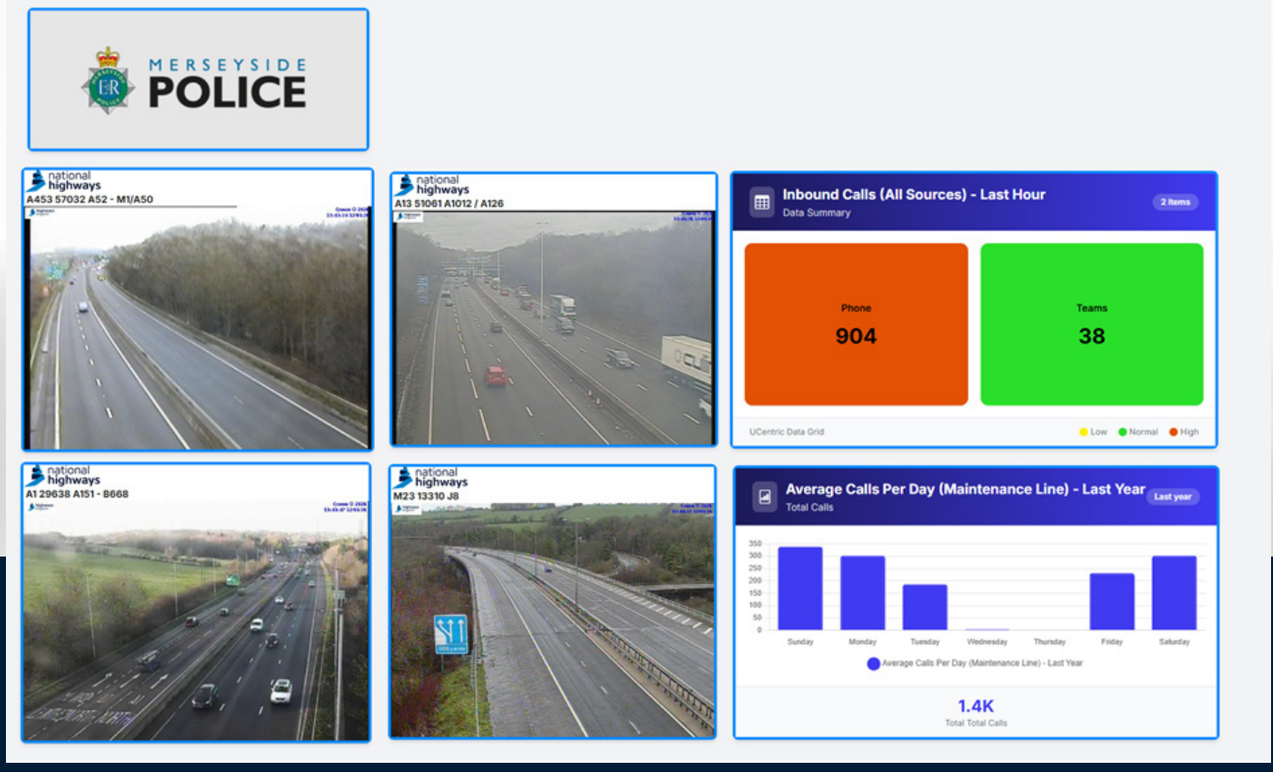
Solution Implemented

UCentric was deployed across the MSP telephony estate and is now used on a daily basis by the telecoms team to investigate call activity. The platform allows calls from multiple systems to be easily mapped and analysed, providing end-to-end visibility regardless of the originating platform.

MSP makes extensive use of reports such as the “Top Incoming Callers” report to identify numbers that have contacted 999 or 101 repeatedly within defined time windows. This enables rapid identification of potential nuisance, spam, or malicious callers.

UCentric is also used to support real-world operational investigations, including analysing threatening calls and monitoring abandoned calls that may require further follow-up.

“I use UCentric on a daily basis and find it an invaluable tool…”
– Brian O’Hare, Merseyside Police



Technology Used

The solution is delivered using the UCentric analytics and reporting platform, integrated with Openscape CC, Openscape Voice, and NEC DS3000 systems.

UCentric consolidates call data from all platforms into a single, searchable repository, providing advanced reporting, correlation, and investigation capabilities that far exceed the native tools available on the underlying phone systems.

Implementation Challenges

The primary challenge was integrating and normalising call data from multiple telephony platforms with differing capabilities and data structures. Ensuring consistency and accuracy across systems was critical to maintaining trust in the reports and investigation outcomes.

Another challenge was operational demand: MSP required a solution that could handle very high call volumes while remaining responsive and easy to use. UCentric was implemented without disruption to live services and quickly embedded into daily operational workflows.

Results and Benefits

Following implementation, MSP gained the ability to rapidly investigate call activity across their entire telephony estate. Searching for individual call records or identifying repeat callers, previously a complex and time-consuming task, can now be completed in minutes.

The telecoms team is able to proactively flag nuisance and threatening callers, identify patterns of misuse, and support operational investigations with accurate, defensible call data. This has significantly reduced investigation time and improved operational confidence when handling sensitive incidents.

UCentric has become a critical daily tool for MSP, supporting both reactive investigations and proactive monitoring of high-risk call activity.

Conclusion

UCentric has delivered a step-change in how Merseyside Police manages and investigates call data. By consolidating call records from multiple telephony platforms into a single, powerful analytics solution, MSP has overcome long-standing visibility and reporting challenges.

The platform enables faster investigations, improved identification of repeat and malicious callers, and greater confidence in reporting on calls to critical public safety numbers such as 999 and 101. As a result, UCentric has become an indispensable operational tool, supporting MSP's commitment to public safety and service resilience.

Future Opportunities and Untapped Value

While all phone system data is currently being captured, there is an opportunity to extend value further by rolling out UCentric dashboards to a wider operational audience. Potential dashboard features include:

Top incoming numbers for the day

Real-time monitoring of 999 and 101 activity

System health checks (e.g. alerts if a phone system stops logging)

In addition, the use of DHC Sentinel automated alerting could provide proactive notifications with varying severity levels, such as:

Info Alert: "There have been over 500,000 calls in the past 30 days"

Minor Alert: "01234xxxxxx has called 999 ten times this month"

Major Alert: "01234xxxxxx has called 999 twenty times this week"

Critical Alert: "There have been no calls reported in the last 60 minutes"

These capabilities would further enhance operational resilience and reduce response times for critical incidents.

Key Stakeholders

Rikki Graham – Account Manager

Brian O'Hare – Main End User, Merseyside Police