

## New Zealand Police Finds More Time for Community with Winscribe Dictation Solution

*Dictation technology by Winscribe is helping the New Zealand Police to spend more time on preventative activity out in the community, and to optimize policing efficiency for NZ tax payers.*

Auckland, the 11<sup>th</sup> of December 2012

<NZ Police video embedded here>

After rolling out Winscribe's dictation solution, with the help of its NZ partner Sound Business Systems to over 6,000 Police officers throughout New Zealand in 2011, front-line officers are now able to spend more time on preventative activity and serving their communities, rather than carrying out typing and clerical duties back in the station.

NZ Police officers have access to a specially established free call number to report intelligence in real time and complete electronic forms using their voice only. The reports are being transcribed by professional support staff, directly into Police intelligence and information systems, with the completed documents often waiting for the officer when they return to the station.

Previously, officers had to carry out much of the typing for witness statements and other reports themselves. This time has now been freed up for actively engaging with their communities, and to combat crime. Recently released crime statistics, which show some of the lowest levels of reported crime on record, suggest that this strategy is working.

Senior Seargent Jeff Penno of the Highway Patrol Unit in the Waikato District commented:

"For the type of work we do it's just perfect, because we can now carry out a significant proportion of the duties we previously had to return to the office for, out on the road, in the car. I have six officers in my team and we get about 25% more on-road time with the clerical support we are given. That makes a huge difference to what we can achieve - to reduce the road toll and make New Zealand a safer place."

Another aspect of the solution is the added security of the technology. As there is no data stored on a device or in a notebook, no such data can be left behind at a location.

Shared services and distributed typing resource have also resulted in significant savings for the NZ tax payer. Where previously typist staff would have to be physically moved, housed and fed to support investigations on site, the virtual typing centres now can work remotely on cases from throughout a police district or even throughout the country.

A good example can be found in the response to some of the major events of 2011, including the aftermath of the Pike River Mine Disaster and the Canterbury Earthquakes. During these events, the ability to share work between support staff from throughout New Zealand has brought relief to the Police's limited typing resource on the West Coast of the South Island and in the quake ravaged city of Christchurch.

Arising from these events, new uses for the technology are being found, which leverage the real time aspect of the technology. This has led to a smarter deployment strategy for the NZ Police, as Assistant Commissioner for the Upper North, Allan Boreham outlined at a recent event where he spoke about the project:

"What we learnt from the earthquake in Christchurch was that we could have used Winscribe as a tool to get intelligence about the state of the different suburbs back to our command centre.

That is why we used it during the Rugby World Cup, and with great success. The technology allowed us to get an overview of what was happening around the areas where fans congregated, feed that information to our intelligence centres for assessment and make real-time strategic deployment decisions."

This real time intelligence means that the right staffing levels can be allocated to a situation with the right equipment, at the right time - which is crucial to the Police's Prevention First strategy.

To find out more about how the NZ Police has used dictation technology by New Zealand owned and operated company Winscribe during the Rugby World Cup watch the video above.

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## About Winscribe

Winscribe is the largest supplier of digital dictation technology in the world with installations in 25 countries and more than 350,000 users globally. Winscribe provides solutions for a number of industries including Healthcare, Legal, Law Enforcement, Transcription, Surveying, Insurance and Government sectors and has a widespread global reach with strong customer presence in North America, Europe, Australasia, and South Africa.