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t. 0141 889 3088 (North)  
t. 0207 873 2268 (South)  
Web. [www.irw.co.uk](http://www.irw.co.uk)  
Email: [enquiries@irw.co.uk](mailto:enquiries@irw.co.uk)

## Cumbria Constabulary —SharePoint

**THE CUSTOMER:** Cumbria Constabulary has gradually evolved over more than a century, from the formation of Cumberland and Westmorland counties in 1856 to its amalgamation with the Kendal Borough Police, the Carlisle City Police and more recently the Furness area of Lancashire and Sedbergh area of West Yorkshire. Cumbria Constabulary was officially formed in April 1974 with 1044 officers and polices the second largest county in England by area.

Cumbria Constabulary's Principles - they will:

- provide a policing capacity and capability appropriate to the risks facing Cumbria
- focus on the service quality, satisfaction and confidence of communities in Cumbria
- use Neighbourhood policing teams as the basis for visible policing in Cumbria
- deliver in partnership
- be innovative in our approach to service delivery
- focus on continuous improvement
- provide a highly trained and citizen focused workforce creating a vibrant organisation

**THE REQUIREMENT:** As part of their approach to achieving their aims and principles, Cumbria Constabulary had a requirement for a new intranet site. They had previously installed and configured a SharePoint based intranet but without any focus or planning, it had become difficult to manage and wasn't very well used within the business.

**THE SOLUTION:** Cumbria Constabulary requested IRW to assist in the creation of a new Intranet for their SharePoint environment. This was carried out using a phased approach in order to ensure that key areas were developed first and thereafter the intranet could maintain its purpose.

Workshops were held to create a clear focus of what they wanted from the intranet and how to best accomplish those goals.

From an agreed specification, IRW then built and deployed the new intranet for Cumbria Constabulary; at the same time a branding exercise took place to give the intranet a similar look and feel to the current internet site for Cumbria Constabulary.

**BUSINESS BENEFITS:** Key deliverables and benefits from IRW Systems included:

- Replacement of labour intensive, paper bases processes in several areas
- Improved productivity
- Achievement of a new, well structured, and easy-to-use intranet
- Creation of a key information repository
- Provides a platform for further expansion and extension

Cumbria Constabulary now has a well-structured, logical and easy to use intranet which has become a key information repository for the business. It has also taken over some of the paper-driven processes within the business which has resulted in increased productivity within several departments.