



New Zealand Police Effectively Deploys 345 More Officers in the Field

New Zealand Police

New Zealand

The New Zealand Police is the country's largest law enforcement agency, with more than 11,000 staff and a nationwide jurisdiction of 268,021 km². An existing Hexagon customer, New Zealand needed a mobile solution that would put critical, real-time data into the hands of first responders in the field. Accessible on iPhones and iPads, the app had to be simple to use at the scene of any incident to heighten officer awareness, safety, and efficiency.

Overcoming Challenges

- Change the policing model to a more proactive approach through innovation
- Put more staff where they're needed in the field, not the office
- Increase productivity and reduce radio traffic
- Improve data consistency and integrity between the field and dispatchers

Realizing Results

Already using Hexagon's industry-leading computer-aided dispatch (CAD) solution, New Zealand Police implemented its easy-to-use mobile application to serve 6,500 frontline

officers. By extending critical CAD capabilities in the field, responders can gain situational awareness, share real-time information, and request resources. This allows officers to reduce trips to the station and improves communications with dispatchers and other responders.

"Hexagon's solution has changed the way we communicate between our units and communications centre staff," said Marty Parker, Central Communications Centre inspector with the New Zealand Police. "It's a more accurate and time-efficient process that reduces miscommunication and mistakes while saving costs."

Hexagon's mobile app was quick and easy to deploy, and required minimal training. From a business perspective, the organization already estimates savings of NZ\$300 million over the next 12 years.

"We're saving at least half an hour per day per officer," said Anne Speden, manager, Innovation and Alignment, New Zealand Police. "This equates to 520,000 hours annually."

The solution ultimately improves the policing model and helps New Zealand Police better serve the public. Importantly, it is a crucial component of New Zealand

Police's new community-focused policing model that seeks to improve public service and safety.

"We've developed a new approach, and in my experience over 30 years, this is the greatest change in policing," said Viv Rickard, deputy commissioner, New Zealand Police. "By saving time and staff, we can put more staff in hot spots before crime occurs. As a result, we've seen crime go down."



We're saving at least half an hour per day per officer. This equates to 520,000 hours annually."

Anne Speden

Manager, Innovation & Alignment
New Zealand Police



Hexagon is a global leader in sensor, software and autonomous solutions. We are putting data to work to boost efficiency, productivity and quality across industrial, manufacturing, infrastructure, safety and mobility applications. Our technologies are shaping urban and production ecosystems to become increasingly connected and autonomous — ensuring a scalable, sustainable future.

Hexagon's Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 20,000 employees in 50 countries and net sales of approximately 3.8bn EUR. Learn more at hexagon.com and follow us @HexagonAB.