



Lancashire Police has used HTK Horizon™ to add a new SMS capability to SteriaSTORM, helping them to meet commitments made in their Policing Pledge.

Command and control

At the heart of every police force beats a command and control system that must be available 24 x 7 x 365.

Steria STORM has been designed to fit police requirements as they evolve, with an active community of users to create new ideas and develop new ways of working, including the way a force interacts with the public.

As a member of that community, Lancashire has created a new facility to send mobile text messages directly from the STORM Client.

Public SMS messaging

The new SMS facility is a fast and convenient way for members of the public to be updated directly from the police control room, with messages such as;

“Your appointment is tomorrow at 3pm at Blackpool Police Station”

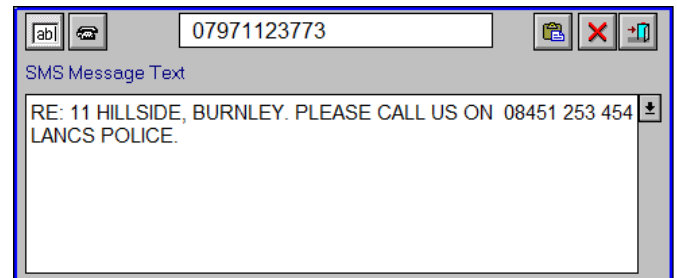
“The officer dealing with your case is PC Stuart Haynes from Preston. Tel: 01772 123456”

“The police will be with you within an hour”

Simple and easy to use

The SMS service can be accessed via the existing auto-dial facility by simply double-clicking on a telephone number.

The message can be ‘free text’ or selected from a list of commonly used phrases. These short phrases can be pre-configured by the force’s STORM Administration Team.



Lancashire Police will be using the new SMS service to meet commitments made in their policing pledge to readily contact customers and front-line officers.

“This was an easy integration to make and has enhanced the way we use SteriaSTORM as well as improving the way we can communicate with the public and with officers.”

Richard Hughes, Corporate Development
Lancashire Constabulary

Built using HTK Horizon

Messages are sent to the customer’s phone using the STORM email link, or more specifically by sending an email to the HTK Horizon™ Messaging Email-to-SMS service.

HTK provides the Email-to-SMS service to Cable&Wireless where it is available to all police forces throughout the UK under the Police National Network (PNN3) framework.

<destination>@sms.pnn.police.uk

Use of the HTK Horizon™ facility is fully auditable, making it an ideal tool for tracking actions related to police incidents.

HTK Horizon™ is connected to the secure Criminal Justice Extranet (CJX) for the highest level of operational security.

To find out more

Please contact HTK using the details below.