



About organization

The Indian Police Force is one of the largest in the world and employs almost 2 million personnel. The state police play a crucial role in maintaining peace and security, preventing and detecting crimes, investigating cases, protecting individuals and properties in a country with one of the strongest economies in the world.

Country:

India

Field:

Government

Implementation:

2023

Website:

<https://police.gov.in/>

Problem

Under the modernization initiative of the government, the police departments in Delhi, Uttar Pradesh, and Maharashtra had to facilitate the personnel training of all its cadres. For that purpose, they needed to create a large-scale and securely protected video conferencing infrastructure to speed up decision-making processes in its divisions.

The video collaboration system should also help to reduce the number of local meetings, business trips, and negotiations. By utilizing this technology, the police departments aimed to overcome the challenges posed by traditional in-person training methods, such as logistics, cost, and time constraints.

Solution

The police departments integrated TrueConf on-premises video collaboration platform because of its exceptional security, resilience against network outages, and ability to operate autonomously. TrueConf Server runs on a secure communication protocol and is deployed on the police servers, giving the police full control over their communications and data and technological independence from blocks or restrictions from the side of other providers and IT companies.

TrueConf's video conferencing technology offers another important benefit – the ability to enable real-time interaction and engagement among India's police departments. By utilizing features such as desktop sharing and slideshow with annotations, reactions, and image and video file sharing, police officers can actively participate in training sessions and briefings and exchange ideas, all from the comfort of their own locations. Staff can join meetings from their workplaces, conference rooms, and using their PCs, laptops, smartphones, and tablets – TrueConf applications with user-friendly interface are available for Windows, Linux, macOS, Android, and iOS.



All the training sessions and video conferences can be recorded and subsequently used for repetition of material and training of new employees. Files, documents, and recordings are stored in the police's own infrastructure, so that they can rest assured that their transmitted data are in absolute safety and security.

All users are utilizing a single address space on TrueConf platform to interact with colleagues from other departments. Built-in corporate messenger allows the officers to always stay in touch and fully interact with team mates — chat history is synchronized on all devices of each employee. With built-in SIP gateway, it is possible to use SIP/H.323 endpoints and call PBX users.



“In today's eGovernance era, no public facing organization can afford to not have a robust communication system. The quality of personnel training got a boost after India's police departments started to use the video learning solution developed by Trueconf to educate 30 thousand specialists in multiple locations.”

— TrueConf India representatives

Results



The deployment of TrueConf Server provided India's police departments with secure tools for corporate communication, as well as significantly accelerated the coordination of work processes and meetings. TrueConf solutions enhance the learning experience and promote collaboration and knowledge exchange among officers from different regions. With the video collaboration platform and built-in team messenger, the police departments facilitate online personnel training, conduct briefings, and enhance in-departmental communication.