Nepal Police
Case study

trueconf

Country:
Nepal

Field:
Government

Implementation:
2025

Employees:
80,000

Website:
https://www.nepalpolice.gov.np/

About organization

The Nepal Police is the primary law enforcement body in the country which is responsible for maintaining public order, preventing and investigating crimes, ensuring road safety, and protecting citizens and property.

Task

The Nepal Police not only maintain national security and provide rapid internal responses, but also coordinates closely with key security agencies such as the Ministry of Home Affairs, Nepal Army, and Armed Police Force. With over 80,000 personnel serving in 77 districts, the Nepal Police required a scalable and secure collaboration platform to maintain operational effectiveness.

Previously, the Nepal Police used Skype for external meetings and BigBlueButton for internal communications. However, the agency faced challenges due to security gaps and disjointed workflows. As a result, they decided to switch to a self-hosted collaboration network.

Solution

The Nepal Police deployed TrueConf Server, which unified workplaces, meeting rooms, and personal devices into a single space for seamless video conferencing, remote collaboration, and chatting in a secure messenger.
TrueConf Server operates on the proprietary protocol, providing the Police with full administrative control over the video collaboration system and independence from third-party factors. The solution is deployed on-premises within the agency's private network, ensuring that all sensitive data are processed and stored locally, preventing their transfer outside the country.

The Police leverage TrueConf cross-platform applications on their workplaces and mobile devices to collaborate via chat and video conferencing, regardless of their location. A private cloud built on the police's requirements enables real-time emergency response coordination, inter-departmental task collaboration, field investigations, and daily operational briefings. Additionally, the Nepal Police Academy provides educational and training courses for officers that are now conducted in a hybrid format.

The police hold internal meetings among different departments in Nepal, as well as public conferences with officers from external agencies. During large-scale events, a layout of 49 video windows allows speakers to discuss work issues with increased engagement, enabling all speakers to see and hear each other. Conference moderators manage the conference layout, participants and their devices to ensure meeting effectiveness and security.
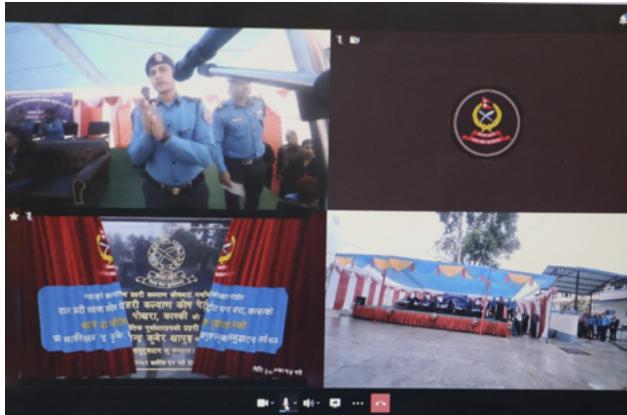
«TrueConf's consistent reliability has transformed how the team of the Nepal Police connects internally, ensuring seamless communication even during national scale meetings. The platform fosters collaboration and productivity across the organization.»
Santosh Sitaula, the representative of Connepsys Pvt Ltd.

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Results

By deploying TrueConf Server within their own infrastructure, the Nepal Police achieved faster response and streamlined task coordination across the force. Now all important and sensitive government data, chats, and files are transferred within a centralized place, eliminating external exposure risks.