

# Modernising UK policing: real-world solutions for safer communities

Digitising frontline operations, improving victim support and accelerating outcomes with Microsoft technology



**NODE4**

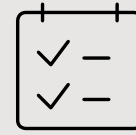
# Introduction

UK policing is operating at a critical juncture. Communities expect clear communication, seamless digital experiences and faster outcomes, while forces grapple with rising digital crime, legacy systems and stretched resources. For blue light organisations, technology is no longer a back-office consideration, it's central to public safety and trust.

This guide aligns to the National Policing Digital Strategy 2020–2030, which challenges forces to move decisively from paper-based, siloed workflows to connected, data-driven services, and to do so in a way that increases transparency for communities. Node4's approach also supports the Victims' Code, particularly the right to timely updates and clear information throughout the criminal justice journey.

We start by getting the foundation right with Microsoft Cloud ensuring security, scalability, and compliance, then layer on specialised solutions like our Power Apps and portals to accelerate public safety.

# Challenges facing police forces



Reliance on manual, paper-based processes	Growing volume and complexity of digital evidence	Victims lacking timely updates and visibility	Resource constraints and compliance pressure
Officers still spend significant time on handwritten forms and double-keying data, creating delays, transcription risks and avoidable admin. Low-code tools can standardise data capture, automate approvals and enable mobile/offline work in the field.	On-premises processing landscapes struggle to keep up, impacting turnaround times and the ability to correlate evidence across investigations. Cloud-based digital forensics is already proving it can accelerate processing and improve scalability.	A significant share of contact centre demand comes from victims seeking case updates or sharing extra details. A secure, Microsoft-based self-service portal with two-way messaging helps meet the Victims' Code, deflects low-risk enquiries and fosters transparent engagement.	Forces must do more with less while meeting standards such as MoPI and maintaining auditability across systems. Consolidating on Microsoft and adopting low-code approaches reduces tool sprawl, shortens delivery cycles and helps teams embed compliance by design.

# How we deliver change for UK policing with Microsoft

**Modernising policing starts with using the right platform to unlock value quickly and securely.**

At Node4, we help forces configure Microsoft Dynamics 365 and the Power Platform to digitise critical processes, improve engagement, and accelerate outcomes.

# Our approach

1. **Start with the right foundation:** Microsoft Cloud provides the security, scalability, and compliance for policing demands.
2. **Build with low-code and AI:** Using the Power Platform, we create tailored apps and workflows that mirror real-world policing processes without long development cycles.
3. **Connect and optimise:** Dynamics 365 brings data together, enabling better decisions and richer insights across teams.

## What this means for forces

- **Support communities better:** Give victims and members of the public clearer communication and faster updates.
- **Optimise critical activities:** Digitise paper-heavy workflows like DVPNs, roadside checks, and evidence handling.
- **Drive value quickly:** Deliver solutions in weeks, not years, using Microsoft's trusted ecosystem.

This also means that the forces can move from paper-heavy workflows to digital processes in weeks. Officers spend less time on admin and more time protecting communities. And victims get the transparency and support they deserve.

Node4 is here to help forces use the tools they already trust, such as Microsoft Dynamics, Power Apps, and Azure, to deliver better outcomes for the public, improve engagement, and optimise critical policing activities.



# Five solutions offered by Node4 transforming UK policing today

Previously you learnt how we deliver change by using Microsoft Cloud, Dynamics, and the Power Platform to accelerate transformation. And here's how that approach is already making a difference for UK forces.



## UKDVI Power App



The UKDVI app replaces paper processes with a secure, digital workflow for disaster victim identification. Traditionally, these workflows have been paper-heavy, time-consuming, and prone to delays.

Node4's UKDVI Power App, built on Microsoft Power Platform, transforms this process by digitising critical steps and automating manual tasks. Using low-code technology, the app enables real-time data capture, secure sharing, and streamlined coordination across agencies. This reduces administrative overhead, improves collaboration, and ensures every action is logged for compliance and audit purposes.

**Impact:** Faster identification, fewer errors, and a clear audit trail during critical incidents.



## Victim Support Portal (VictimAssist)



Victims deserve clarity, not call queues. This secure, self-service portal gives them 24/7 access to case updates and two-way messaging, aligned to the Victims' Code. Built on Microsoft Power Pages, officers are able to provide communities with an easy way to gain progress updates on their case, along with using automation to enhance efficiency.

**Impact:** Improved victim experience, measurable demand deflection, and stronger public trust.



## DVPN Power App



Our DVPN Power App digitises the entire workflow, guiding officers through accurate data capture, automating routing for authorisation, and ensuring sensitive information is handled securely from start to finish. Built on the Microsoft Power Platform, it mirrors the existing process to minimise training and change friction, so forces can act quickly without adding complexity.

**Impact:** Faster safeguarding decisions and compliance built in from day one.



## I-LEAP Search App



Frontline officers need answers quickly. I-LEAP delivers mobile access to INTERPOL and national intelligence databases, enabling quick, compliant checks without radio bottlenecks. Designed as a template for other forces, it meets Home Office requirements for mobile I-LEAP access and improves officer safety.

**Impact:** Rapid roadside decisions, fewer delays, and better-informed policing.



## Cloud-Hosted Digital Forensics



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Digital evidence is growing exponentially, and legacy systems can't keep up. Migrating your forensics environment to Microsoft Azure means you can scale on demand, improve resilience, and maintain compliance without costly hardware refreshes. Node4 delivers the secure, managed Azure infrastructure that underpins your chosen evidence processing platform, proven with West Midlands Police, where cloud hosting enabled faster turnaround and greater collaboration across teams and partners.

**Impact:** Faster case resolution, lower operational risk, and a future-ready platform for innovation.

# Better policing, measurable results

## Faster case resolution and improved safeguarding

Cloud-hosted digital forensics and low-code apps cut turnaround times dramatically. Investigations that once took months can now progress in weeks, and roadside checks that required radio calls are completed in seconds. This speed translates into quicker interventions, stronger safeguarding, and more time for officers to focus on frontline duties.

## Enhanced victim experience and compliance with the Victims' Code

Victims gain transparency through self-service portals and two-way messaging, reducing anxiety and uncertainty. These tools directly support the Victims' Code by ensuring timely updates and clear communication, while freeing control rooms from repetitive update calls.

## Reduced administrative burden for officers

Digitising paper-heavy processes like DVPN issuance and DVI workflows eliminates double-keying and manual routing. Officers spend less time on forms and more time protecting the public, while supervisors benefit from automated audit trails and dashboards.

## Scalable infrastructure ready for future policing needs

Built on Microsoft Cloud and Power Platform, these solutions are secure, compliant, and designed to grow with demand. Whether it's integrating new data sources, adding AI-driven analytics, or scaling across multiple forces, the foundation is already in place.

# Spotlight on our projects

## Enabling faster evidence processing for West Midlands Police



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We collaborated with West Midlands Police to implement the UK's first cloud-based digital forensics solution using Microsoft Azure and Exterro's evidence processing software.

This project tackled the challenge of managing large volumes of digital evidence and accelerated case processing from months to weeks, ensuring quicker time to justice for victims.

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**“ Using this tool, cases that once took months now take weeks. Those that took days can be solved in hours.”**

**DS John Price KPM,**  
Digital Forensics/Incident Response Supervisor, West Midlands Police

[Read more](#)

# Spotlight on our projects

## Enhancing connectivity with INTERPOL for Warwickshire Police



The I-LEAP search app, created in partnership with Warwickshire Police, gives officers mobile access to INTERPOL databases from anywhere.

The first standalone app of its kind, it allows officers to conduct roadside checks more quickly and easily, improving efficiency and helping officers access vital data on the go.

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**“ The I-LEAP search application is fast, and the search results are almost instant.”**

Nicholas Clarke,  
Head of Change, Warwickshire Police

[Read more](#)

# Why Node4?

- ✓ **Proven partner to UK police forces.**
- ✓ **Deep expertise in Microsoft Cloud, AI, and low-code platforms.**
- ✓ **Trusted to deliver secure, scalable, and impactful solutions.**
- ✓ **Committed to supporting public safety through technology.**
- ✓ **Ready to modernise policing? Let's make it happen.**

Whether you're exploring digital transformation or ready to deploy smarter solutions, our team is here to help. From low-code apps to cloud-hosted forensics, we'll work with you to design, deliver, and scale solutions that meet your operational and compliance needs.

[Speak to a specialist today](#)

# Your digital policing toolkit

Explore these resources to dive deeper into the solutions and strategies shaping modern policing.

## **Blogs & Guides**

Practical insights on digitising frontline processes – [Read more](#)

Strategies to deflect calls and improve transparency – [Read more](#)

Practical steps to implement a Victim Support Portal – [Read more](#)



## **Strategic References**

The roadmap for connected data-driven policing – [Read more](#)

Standards for timely updates and victim engagement – [Read more](#)



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