



CASE STUDY

Police Federation of England and Wales future-proofs claims access and storage

Single platform modernizes and secures member database

Legacy solutions that no longer meet business needs can also hurt organizations' operations. So, it was for the Police Federation of England and Wales (PFEW), an officers' association created in 1918 by an act of Parliament. The PFEW's central office decided to upgrade its 20-plus year-old database system to better manage member claims for assistance and legal representation from across its 43 PFEW branches. The system needed to support the processing of these claims at the branch level and headquarters, and improve efficiency and accuracy for its employees and members.

Business situation

Complex cases seek simpler resolution process

The central office for PFEW oversees the more complex cases of disciplinary or legal action against police officers. Because it accepts claims from all branches and represents those members on a national level, it wanted to replace its legacy multi-instance system with a single [Microsoft Dynamics 365](#) implementation and a secure portal through which cases can be created and processed from a branch and elevated to headquarters and then, as necessary, assigned to attorneys.

PFEW wanted to upgrade data security and privacy across its IT estate and reduce reliance on disparate communications channels, standalone systems such as attorney billing and compensation, manual data input and ad hoc process tracking as this risked unnecessary errors and delays.

PFEW chose Accenture and Avanade – a joint venture between Accenture and Microsoft – to implement an upgrade to the systems within its headquarters. During delivery, PFEW widened the project scope to cover implementation of membership management and additional service functions required by its branches.

Solution

Digital transformation that couldn't wait

Midway through delivery, PFEW experienced two malware attacks that compromised nearly the entire IT estate, across headquarters and its branches. Avanade and Accenture worked together to help PFEW recover, restoring PFEW assets to a cloud-based [Microsoft Azure Active Directory application hosting service](#) with security monitoring, multifactor authentication, access constraints and geo-location controls to protect them from future hacks.

Following completion of the workplace recovery activities, Avanade and Accenture finished delivery of the full claims management system (CMS) for the headquarters' staff. Microsoft Dynamics 365 CMS was then implemented across all branches with some customization to support branch-specific requirements and migration of siloed legacy claims management databases.

As the core build of the branch-specific application was completed and the team was about to roll it out, COVID-19 struck. Accenture and Avanade shifted all data migration, enhancement deployment and training online, enabling the PFEW training team to conduct courses via [Microsoft Teams](#) with connectivity assured by Avanade. With careful planning and attention to detail, we delivered training plus hyper care and go-live assistance to all PFEW employees, so they were able to remain responsive to officer members.

Results

Compliant data protection and modern processes on a single platform

PFEW trusted us based on the stability and security of the solutions we had deployed in earlier projects. PFEW wanted to ensure the new claims system would effectively serve police officer members with:

- Branch-specific functionality
- An attorney billing interface as part of finance system integration
- End-to-end case monitoring for PFEW administration and legal representatives
- Claims processing within a couple days rather than the previous standard of two or more weeks
- Remote training and implementation assistance for PFEW staff members
- Greater security against cyber threats and other vulnerabilities
- Improved organizational flexibility for branch and headquarters' representatives with the power of the Azure cloud

About Police Federation of England and Wales

The Police Federation of England and Wales (PFEW) is the staff association for police constables, sergeants and inspectors (including chief inspectors), first established in 1919.

It is one of the largest staff associations in the UK, representing more than 130,000 rank and file officers.

About Avanade

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 56,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com

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