

**NEWS RELEASE**  
**23 July 2010**

**Acquisition of CARM Police Duty Management System**

Northgate Public Services today announces the acquisition of CARM Police Duty Management System from Concorde Informatics in a move designed to further boost Northgate's demand management services for hard-pressed police forces across the country.

CARM is the market leading resource management system used by more forces than any other in the country, including the Metropolitan Police and West Yorkshire Police.

CARM enables forces to manage their complex shift patterns, allowing them to ensure the right staff coverage to deliver responsive policing to the public at the right time. It allows forces to search for available officers with a specific set of skills at any time. It equips them to better plan their human resources through daily, weekly, monthly and annual rosters. They can also analyse the use of overtime budgets and quickly record and monitor absence.

The acquisition of CARM significantly strengthens Northgate's ability to assist forces in providing more effective policing at a time when the service is under unprecedented pressure to make efficiency savings. Northgate currently is the exclusive supplier and integrator of Leicestershire Constabulary's award-winning iR3 initiative aimed at building public confidence, improving performance and creating efficiencies.

In his Independent Review of Policing 2008, Sir Ronnie Flanagan noted that the initiative has resulted in: "A dramatic reduction in self-deployment, substantially reducing multiple deployments and improving response times through automatic identification and deployment of the nearest available unit. Officer time spent in priority areas has significantly increased."

**Commenting on the acquisition, Ian Blackhurst, Managing Director of Public Safety, Northgate Public Services said today:** "This is yet another exciting acquisition for Northgate Public Services. We are significantly growing our public safety business through selective acquisitions which allow us to work effectively with police services at a time of unprecedented challenge. We are committed to working with the public sector in new ways that involve sharing risk and reward so that we can create cashable savings while improving performance. We firmly believe that the addition of CARM will strengthen our ability to deliver this to every police force in the country."

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## Notes to editors

1. Northgate Public Services is an innovative provider of transformation and improvement services to the public sector. It is committed to high quality public services that place individuals and their communities at their heart. Its knowledge and understanding of people's needs are core to its business, as too, is its depth and breadth across public services.
2. Northgate's task is to enhance public value through the intelligent use of people and technology; to understand why and what change is necessary; to provide new thinking leading to improved performance; and to link company rewards with positive outcomes for the communities for whom it works. It supports transformation through sustainable performance partnerships.
3. In the UK, Northgate works with ninety five per cent of local authorities, every police force, and a large number of health organisations, housing associations, utilities and transport companies. Founded in 1969, the company has more than 12,000 employees.
4. Based in West Yorkshire, Concorde is one of the UK's leading IT Service and Solutions providers. Established in 1985 Concorde's areas of expertise include Hardware and Software Supply, Break/Fix Maintenance, Storage Area Networks, Data Lifecycle Management, Server Consolidation and Virtualisation, Server and Exchange Migrations, Backup Solutions, Mobile Solutions, Networking Infrastructure Solutions, Bandwidth Management solutions and IT security. Clients include Yorkshire Water, Marshalls, Corus, Cemex, Bradford Bulls, Yorkshire County Cricket Club, Jewsons, Everton Football Club, Magnet Kitchens.