

**Customer**  
Police Scotland

**Sector**  
Central Government

**Location**  
500+ sites across Scotland

**Services Provided**  
Client Deployment and Professional Services

# Customer Reference

Police Scotland required a trusted and reliable partner to work with their ICT team to deliver their National Desktop Programme. With over 500 sites, they needed a partner with a strong track record of deploying large volumes of devices to multiple secure sites and the ability to provide a positive customer and end user experience.

Capito was selected due to their considerable expertise in delivering End User Computing services of this scale, and their flexibility coupled with their experience in providing security cleared resources.

**Capito delivered a co-ordinated deployment service for almost 13,000 desktop devices, meeting Police Scotland's schedule throughout the programme.**

**The Service included the following elements:**

- Secure Bonded Storage of devices
- Co-ordinated logistics to build centres
- Imaging and Asset Register Management Information of devices at build centres
- Delivery to site and end user device installation on-site
- De-installation of legacy devices, secure recovery to central stores and supporting Police Scotland's policies around management of sensitive data
- Project Management
- Project Co-ordination and scheduling
- Site Asset Reporting of new and legacy PC and laptop equipment.

All underpinned by Capito's ISO Accredited Information Security, Quality and Environmental Management Systems.



*In the delivery of Project Alliance Capito have proven themselves as a trustworthy and reliable partner. Flexibility isn't just a buzzword in this case, they have been exceptionally responsive to customer requirements. It isn't just about getting PCs on to desks, the question is, do you trust the deployment techs to represent your project to your end-user while doing so? Capito have been consistently excellent in this regard.*

**Darrell Gough**  
Head of ICT Operations

