

Bavarian police optimizes digital mission communication

# Messenger and digital radio team up for an unbeatable duo

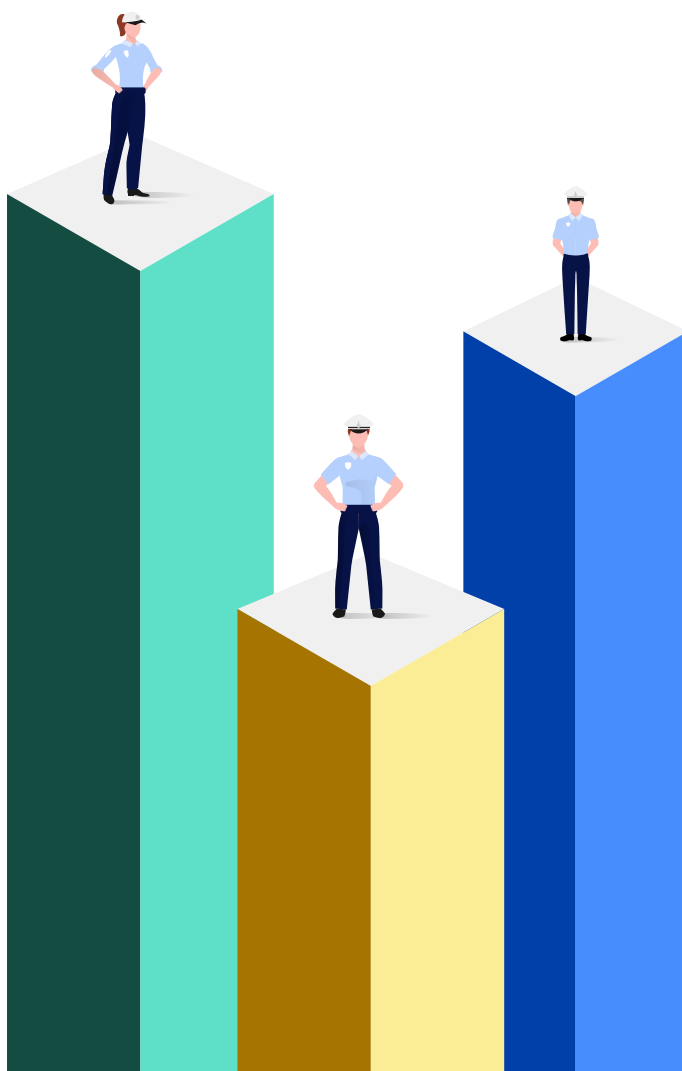


With around 44,000 employees, the Bavarian Police is one of the largest police authorities in Germany. It is divided into various police headquarters, inspectorates and districts, and is responsible for danger prevention and law enforcement. In order to optimally complement the leading means of communication, digital radio, and at the same time meet all police security standards, the Bavarian Police relies on the GDPR-compliant business messaging app Teamwire.

### **INITIAL SITUATION.**

#### **INCONSISTENT INFORMATION FLOW**

During the 2016 rampage at the Olympia-Shopping Center in Munich, police officers on the scene and in the command staff were confronted with a wide range of challenges. A lot of information - including multimedia information - had to be made available to all emergency forces within a very short time. However, this was only possible to a limited extent via digital radio, which resulted in a partially inconsistent information situation.



### **REQUIREMENT.**

#### **SECURE MESSENGER AS AN OPTIMAL EXTENSION**

**„It quickly became clear that a supporting communications solution was needed for an optimized operational communication. On the one hand, this had to be GDPR-compliant, meet our high police security standards and fulfill our compliance regulations. On the other hand, it had to be highly functional and easy to use.“**

— Alexander Stöbrich, IuK-Coordination Office of the Bavarian Police

Moreover, the application had to be able to be used on both smartphones and desktop PCs. The Bavarian police became aware of Teamwire's secure messenger through their mobile communications contract partner, which convinced them.

### **IMPLEMENTATION.**

#### **OKTOBERFEST AS A STRESS TRIAL**

Before Teamwire was deployed throughout Bavaria in 2017, there were several trial phases. The first trial run with 80 installations took place during the Oktoberfest 2016. An extended test run with around 300 installations revealed optimization needs, such as expanding the maximum group size from 50 to 300 participants and adapting the login mask. To facilitate mission control, it should be possible to log in with the radio call name from digital radio.



## Bavarian Police

### Branch

Blue-Light Organization

### Company Size

approx. 44.000 Employees

### Objectives

Ensure consistent and faster information sharing to improve mission communication and coordination

### Challenges

Establish interaction between digital radio and Teamwire as a means of communication, meet high police security standards

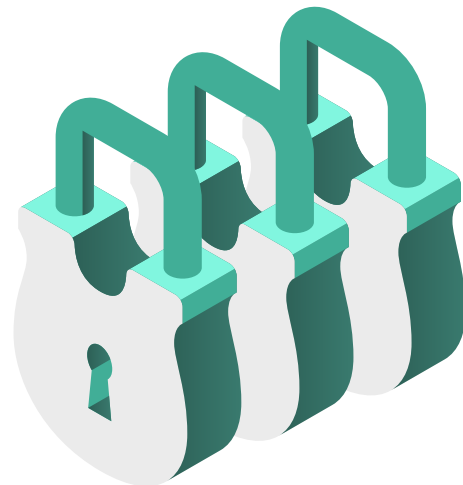
### Results

Uniform information situation, optimized operational communication and coordination, faster search successes

chat for each operation in order to distribute all relevant information to those responsible. If a gas station robbery occurs, for example, the officer can film or photograph a video sequence from the surveillance camera and then distribute it as a mugshot. Without Teamwire, they would have to communicate the description of the person verbally to the operations center, which in turn would pass it on as a radio message or written message.

**„Sharing photos and videos in Teamwire solves the sender-and-receiver problem. Not everyone has the same picture in mind when they hear a verbal description. Teamwire changes that.“**

— **Thomas Lachmann**, Senior police officer at the Operations Department at the Central Franconia Police Headquarters and promoter of the program „Mobile Police“



### DATA PROTECTION HAS PRIORITY

In order to meet all data protection requirements, the administrator closes mugshot chats as soon as they become obsolete. Furthermore, all chats are automatically deleted after predefined intervals. Data created in Teamwire is fully encrypted at all times.

**„Teamwire not only guarantees us maximum data sovereignty, but also in terms of data privacy and security.“**

— **Alexander Stöbrich**

### CREATE TRUST AND INCREASE USER ACCEPTANCE

To ensure that the emergency services quickly accepted Teamwire, it was important to create an understanding of data privacy and to communicate the added value of the messenger. For this purpose, in addition to employee training, there was and still is at least one person responsible at each office, a so-called „multi(plikator)“, who acts as a contact person. In the meantime, it is not only the protective police who make active use of Teamwire, but also the closed units, the criminal investigation department and the executives who rely on the messenger.

### IMAGES SAY MORE THAN A THOUSAND WORDS

In addition to operation-specific chat groups for operational sections, such as East, Central, West and North, the Bavarian police also use a separate group

## RESULT.

### FASTER SEARCH SUCCESSES AND FUTURE PLANS

Thanks to Teamwire, the Bavarian police can achieve faster search successes, especially in missing persons cases. It has thus established a complementary solution to digital radio that sustainably improves mission communication and coordination. For the future, the Bavarian police not only plan to introduce further functions, but also to increase the number of installations. It currently uses Teamwire on around 20,000 smartphones; more are to follow.

**„Together, digital radio and secure messenger become an unbeatable duo.“**

— Thomas Lachmann

#### WHEN CHOOSING A MESSENGER, BLUE-LIGHT ORGANIZATIONS SHOULD CONSIDER THAT

1. the data is hosted by a German provider in an ISO 27001-certified data center and is encrypted end-to-end. This ensures that the GDPR and the Federal Data Protection Act apply.
2. individual use cases are covered with the provided features, such as distribution lists, alerts, live locations and image blur tools.
3. there is a professional administrator portal to centrally control user administration and rights distribution. It should also be possible to define communication guidelines and archive chats in an audit-proof manner.
4. an open API is available to enable bidirectional connection of third-party systems and ensure full integration into the IT landscape.



With its DSGVO-compliant business messaging app of the same name, Teamwire GmbH specializes in secure, fast and confident instant messaging for companies, public authorities, blue-light organizations and the healthcare sector. With its holistic communication hub, Teamwire enables productive, intuitive and innovative information exchange between mobile and desktop workers, as well as with external contacts (partners, customers, etc.). Teamwire offers features specifically designed to meet the needs of organizations, allows professional administration by IT administrators, and ensures maximum security and privacy.

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