

Intelligence-Led Policing Powered by Data

How a unified data platform is enabling real-time insights

CASE STUDY - Akkodis Australia

A leading Australian policing agency sought to **transform its data ecosystem** to build a modern, real-time platform that could collect, integrate, analyze, and share data to help solve crime and locate vulnerable members of the community.

The goal was to **enable data-driven decision-making** by leveraging diverse digital data sources to increase actionable intelligence for personnel, whether on the front line or in leadership positions.

Akkodis was selected to help build this ecosystem by turning raw data into actionable intelligence through advanced data analytics, enrichment, and integration, optimizing both current and future data systems, building a powerful, integrated platform.

Challenge

The agency faced **significant data fragmentation** due to the use of separate operational systems, for dispatch, incident management etc. These systems, while functional, had been expanded beyond their original scope, creating data silos and fragmented information flows.

The introduction of additional data feeds compounded these challenges, resulting in duplicated effort and inefficient processes. The **lack of a unified data management** solution also elevated the risk of data integrity issues.

With new data sources being continually introduced, they needed a comprehensive, flexible solution to **break down data silos, improve data quality, and enable quicker integration of new data streams**.

Project Objectives

The initiative set out to **unify the agency's fragmented data systems into an integrated platform**—bringing together Computer Aided Dispatch (CAD), incident management, application databases, CCTV, video feeds, and other protected sources.

By delivering the essential “plumbing” of data management, the project laid a strong foundation for **performance and productivity**. Leadership across the agency championed this shift, embedding data stewardship beyond IT and fostering a culture of intelligence-led decision-making.

Built on Microsoft Fabric, the platform enables secure data sharing, real-time insights, and improved data integrity. Through strategic assessment, implementation, and ongoing optimisation, the agency has significantly boosted operational effectiveness—empowering smarter policing and safer communities.

Benefits of the Unified Data Platform:

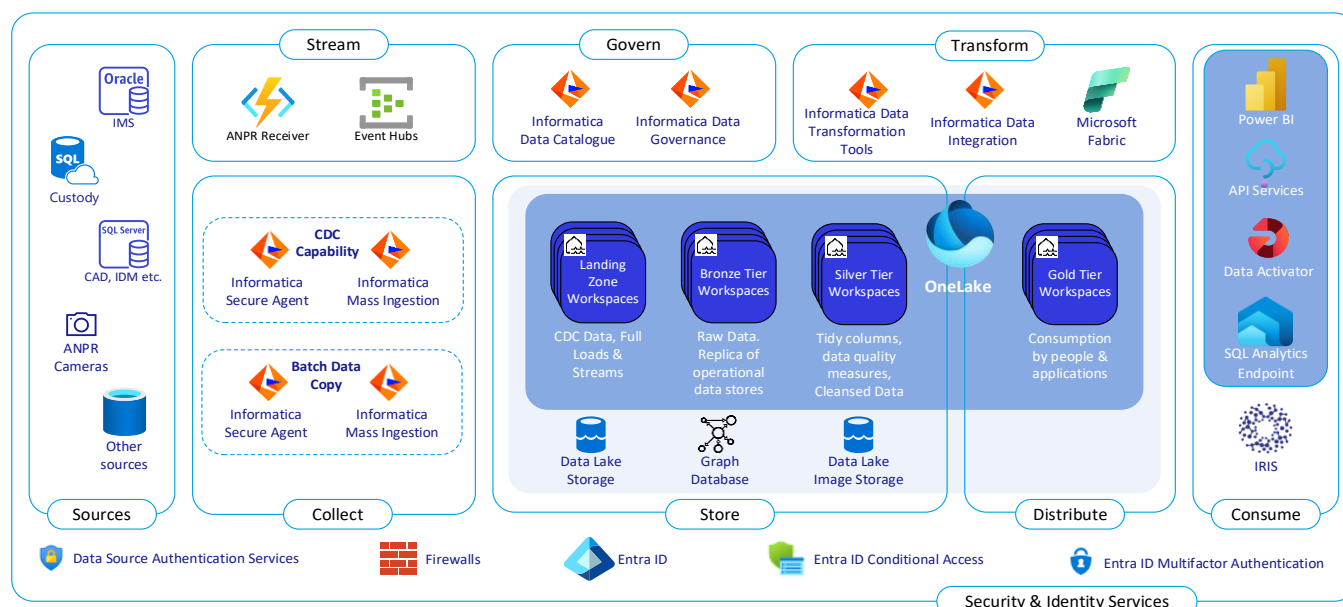
- **Reduction of data silos:** With a centralized data platform, the agency now has a single enterprise destination for trusted, high-quality data, significantly reducing duplication and enhancing consistency.
- **Enhanced decision-making:** Data from various operational systems is now integrated, cleaned, and transformed into actionable intelligence, aiding both real-time front-line operations and strategic decision-making.
- **Improved privacy and compliance:** With robust data governance mechanisms, the agency ensures that all data remains compliant with privacy laws and maintains public trust.
- **Reduced operational costs:** The data platform enables quicker integration of new data sources, streamlines processes, and reduces the cost of handling and analyzing data.
- **Increased agility:** The demand for new data products continues to grow, and the agency is now better equipped to handle innovative analytics applications as they arise, thanks to the flexibility of the Microsoft Fabric platform.

Solution

Akkodis supported the Data Platform Services team to deliver a modern data mesh ecosystem. The goal was to develop a platform that could ingest, transform, and deliver high-quality data to all operational units, including front-line officers and strategic leadership.

Key Solution Components

- **Sources:** Integrated application databases (e.g. Oracle, CAD) and unstructured data (text, video) across the agency and partners into a central Microsoft Fabric platform using Informatica.
- **Stream Processing:** Developed components to handle real-time data (e.g. alerts, camera feeds), enabling near-instant processing.
- **Data Governance:** Deployed catalogue and governance modules to locate authoritative data, track lineage, assess quality, and define ownership and sensitivity.
- **Data Transformation:** Used Microsoft Fabric Data Pipelines, Azure Data Factory (ADF), and Fabric Notebooks for flexible, operationally aligned data transformations.
- **Storage & Distribution:** Stored data in Microsoft Fabric's OneLake using a Medallion Architecture—raw to gold layers—for secure, ready-to-use outputs.
- **Data Consumption:** Delivered transformed data via Power BI, APIs, and SQL Analytics to meet diverse team needs.



Impact:

The successful implementation of the unified data platform represents a transformative milestone for the agency. By overcoming legacy system fragmentation and enabling real-time, intelligence-led operations, **the project has laid a foundation for continuous innovation and strategic responsiveness.**

Through close collaboration with Akkodis, the agency now benefits from a scalable, modern data ecosystem that:

- Empowers frontline officers and leadership with **timely, accurate insights.**
- **Reduces complexity and cost** across data operations.
- Enhances compliance, **privacy, and public trust.**
- **Supports faster adaptation** to emerging challenges and technologies.

This initiative has not only improved operational efficiency and decision-making but also reinforced the **agency's commitment to using data as a force multiplier for public safety.**

Our solution **goes beyond the technology** to enhance agility and strengthen business capabilities.

Adaptability: The platform was designed to scale with evolving data sources and operational demands—enabling flexible integration of new feeds, formats, and use cases over time.

Integration: This wasn't just a tech uplift—it was a shift in how intelligence is embedded across frontline and leadership operations, supporting real-time decisions and strategic planning.

Sustainability: By investing in foundational data infrastructure and governance, the agency now has a future-proof framework to support continuous optimisation, innovation, and intelligence-led policing.

Why Akkodis...



End-to-End Expertise: From strategy to deployment, we supported the agency through data ecosystem assessment, solution architecture, implementation, and continuous optimisation—delivering tangible operational impact.



Partnerships with Impact: As a Microsoft partner, we leveraged Microsoft Fabric and Azure Data Factory to unify and transform complex data systems into a scalable, intelligence-ready platform.



Data with Integrity: Robust governance was embedded from the start - enabling secure, compliant access to high-quality data, with clear lineage, ownership, and sensitivity controls.



Industry Knowledge: With deep experience in law enforcement, emergency services, and public safety, our approach is built on real-world understanding of mission-critical operations and the need for trusted, real-time intelligence.

About Akkodis

Akkodis stands as a global leader in Smart Industry, offering digital, engineering, and R&D expertise that harnesses the potential of interconnected data to enhance innovation and drive digital transformation.

Through our extensive educational programs and consulting experience, we assist clients in redefining their AI strategies and business methodologies, boosting productivity, and optimising AI technological tools. Committed to education and innovation, Akkodis aims to create a more intelligent and interconnected future.

Find out more

If your organization is ready to move beyond pilots and scale data unification with confidence, Akkodis is ready to help. Let's unlock your data potential—securely, responsibly, and at scale.

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