



DIGITAL
APTECH PRIVATE LIMITED

Case Study

For Kolkata Police

About the Project

Kolkata Police Force (KPF) is one of the six presidency police forces of the state of West Bengal and the oldest police commissionerate in the country. KPF is responsible for maintaining law and order and traffic management in the metropolitan area of Kolkata, the largest city in Eastern India.

Kolkata Police aimed to develop an app where all the criminal records of the city could be stored as well as accessed by the employees efficiently. Since the dedicated app would house details of various crimes and criminals, it required top-notch security. On top of that, it had to be rich with features with a user-friendly interface.

Client Details

Name: Kolkata Police

Industry: Administrative and Legislative

Geographic Location: Kolkata

Project Duration: 2 years

Problem Statement

- There was no single app for Kolkata Police Force from where they could access or check all details of crimes and criminals.
- Instead of a unified, dedicated platform, there were multiple web portals. Employees of the force had to visit and log into different portals each time they wanted to access any crime-related data. This process was not only hectic but also highly time-consuming.

Kolkata Police Partnered with DAPL to:

- To develop a secure, feature-rich mobile application with an easy user interface that employees can use to swiftly access details related to crimes and criminals
- To develop an Admin Support that would organize roles and permissions needed for accessing
- To organize, restructure as well as merge the previous and existing database of the Kolkata Police Force
- To develop an efficient, high-quality and responsive mobile application at a reduced cost that would serve as a platform for criminal record storage

App Links

Android: <https://play.google.com/store/apps/details?id=com.kp.facedetection>

iOS: <https://itunes.apple.com/us/app/criminal-record-system/id1328288913?ls=1&mt=8>

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Technology Used

For Android

- Language - Java
- IDE - Android Studio
- Minimum OS Support - Android API level 15 (Ice Cream Sandwich higher ver 4.0.3)
- Device Supported - Android Phone
- Version Control - SCM - Git (Bitbucket)
- Orientation supported - Portrait
- Project management - Basecamp 2
- App Tour Purchase - IAP (In-App Purchase for Google)
- Others - Fingerprint Authentication
- Framework - Material, Play-Service, Google Map, Firebase, Google Place API

For iOS

- Language - Objective-C
- IDE - XCode
- Minimum OS Support - iOS 8.0
- Device Supported - iPhone
- Version Control - SCM - Git (Bitbucket)
- Orientation supported - Portrait
- Project management - Basecamp 2
- Framework - UIKit, OpenGL ES, ImageIO, GLKit, CoreText, CoreLocation, CoreGraphics, CoreData, QuartzCore, Google Place API, Google Maps SDK

Challenges

- The legacy database system wasn't properly oriented and managed
- Accessibility was definitely a major issue for Kolkata Police Force as the employees had to visit and log in to multiple portals that were meant for different purposes rather than having an umbrella platform where they could get all crime-related data of the city

The Outcome of the Project

- Information merged from multiple web portals used previously under a single platform
- Employees and users could access any criminal record instantly without going to multiple platforms and logging in every time
- Users can make special requests like tracking a mobile number using the app
- Employees can access data related to crime reports of a particular police station with just a few clicks
- FIR details could be accessed easily

App Insights

- Number of downloads
- Android: 302+
- iOS: 540
- Average Rating
- Android: 4
- iOS: 4

Screencast

<https://vimeo.com/281962317>

Core Business Impact

Improvement in Productivity: The app allowed KP team to efficiently manage and execute various cases

Cost Reduction: The development of CRS allowed KPF to reduce the overall cost required for the maintenance of database

Operational Efficiency: KPF's previously used non-distributed system impacted the operational flow. However, the CRS app helped to streamline operations

Customer Satisfaction: Users are highly satisfied as they can easily access a wide variety of data with just a few clicks

Engagement Model: Dedicated Resource Model

Certificates

<https://www.digitalaptech.com/wp-content/uploads/2019/01/kp.0de0931e.pdf>