



OperaFLO Police Complaints - Commercial Considerations



Heads of PSD are under increasing pressure caused by;

- Budget reductions.
- The need to produce an increasing number of detailed reports.
- Headcount freezes.
- New regulations and procedures.
- An increase in the number of complaints handled.

OperaFLO is an inexpensive and easily deployed system. It has been configured in line with IPCC guidelines in terms of processes, deadlines, reports and templates etc.

This means the system can be implemented in a matter of weeks or months and therefore quickly help to introduce efficiencies and cut costs.

As a result of feedback from our police clients and indeed many other organisations we have focused on the following commercial factors.

- OperaFLO is affordable and can offer full return on investment in 1 year.
- OperaFLO can be configured by your own admin staff – thereby avoiding the need for expensive ongoing consultancy.
- OperaFLO outputs critical information relating to the performance of all members of the PSD, thereby enabling managers to implement improvements based upon accurate facts – eliminating guess work.
- OperaFLO is simple and easy to learn – avoiding the need for long and complex training courses.
- The system can be paid for in instalments over the lifetime of the service (avoiding significant 'up front' expenditure).

Cost Saving

The following simple table demonstrates the potential cost effectiveness of OperaFLO Police Complaints for a 25 person department.

Cost of 25 person department (10 x admin + 15 x investigation staff) based upon average salaries with 5% inflation (figures based upon salary costs only).			
Yr 1	Yr 2	Yr 3	Total
925,000	971,250	1,019,813	2,916,063
Cost of 25 person department with OperaFLO Police Complaints (assuming 10% productivity improvement and associated headcount reduction).			
Yr 1	Yr 2	Yr 3	Total
866,800	821,013	777,743	2,465,556
Total saving over 3 years			450,507

If you'd like to know more and to see how the system could be working for you **contact us now on 01473 432550 or sales@flovate.com.**