



## CASE STUDY:

# MIRA Police Zone rolls out state-of-the-art command center and meeting rooms thanks to Ricoh



**Politie**

- Ultra-interactive experience
- Easy and safe to use
- Global and customised solution

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## CUSTOMER & CHALLENGE

MIRA Police Zone includes the West Flemish municipalities of Waregem, Anzegem, Avelgem, Spiere-Helkijn, and Zwevegem. Some 130 officers serving around 85,000 citizens work in the brand-new headquarters, which opened its doors at the end of 2020. In connection with the construction project, the police zone was looking for a solution for the design of the meeting rooms and the command center.

The construction of the new headquarters was the perfect moment for the MIRA Police Zone to equip all rooms optimally with modern technologies, from room booking and options for video conferences to screens and a video wall on

which helicopter images could be projected, for example.

That's why Ricoh first mapped out all the expectations of the police zone and immediately involved other partners as well. To get a good idea of all the possibilities and novelties, Ricoh also invited employees from the police zone to attend the ISE fair in Amsterdam with them.

After a two-candidate selection process, Ricoh was selected as the preferred candidate by the MIRA Police Zone. "The solution Ricoh proposed felt the most complete. They looked at all the needs we have in our meeting rooms. They were also able to fully equip our command center with the help of their partners," says Jordy Vermeeren, IT Consultant for the MIRA Police Zone.



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JORDY VERMEEREN

IT CONSULTANT FOR THE MIRA POLICE ZONE



## SOLUTIONS

### Command Centre

The showpiece of the building is the command center. It is fully equipped to monitor operations and interventions with images. "During Waregem Koerse, a famous horse race, we work from a room in which we can view camera footage. We wanted a multipurpose command center in our new building. Now we can easily and quickly project everything onto the video wall while sitting at the conference table. During large events, for example, the fire department and the Red Cross can also sit in a different meeting room and follow all the footage projected on the video screen in the command center," says Vermeeren.

The fact that the very beautiful police building is made entirely of glass poses an additional challenge for the design of meeting rooms. After all, video footage from the command center should not be visible from the outside. Ricoh recommended a simple solution for this. A film strip allows the glass to automatically become opaque with the flick of a switch. Power is sent through the glass, so no one

can peek inside, yet it's still possible to see outside from the meeting room. In addition to all the meeting options, Ricoh also provided communication via digital signage. Employees are shown internal information on screens in different areas of the building. The MIRA Police Zone would also like to extend the system to the district offices, so that all the information can be distributed from one central environment to different locations in the zone.

### New Building

It was certainly an advantage that the MIRA Police Zone involved Ricoh in the plans even before the construction project began. For example, it was useful for the provision of cabling and sockets. "Many customers ask us to do everything wirelessly whenever possible, but we think it's important to have a wired system in place to fall back on," says Sven Van Dessel, Communication Services Solution Architect at Ricoh.

"If you have to stream video footage, you don't want any image or sound delays. In that case, it's good to have a cable that you can just plug in.



For a new construction project, we can indicate in advance which connections are best provided and incorporate them into the space in a quasi-invisible way. Cables can also be tucked into holding tubes for later use. You can't put together a future-proof building without IT. However, all the solutions we used work equally well in an existing office."

## BENEFITS

All the MIRA Police Zone staff members moved into the new headquarters in December 2020. By now, the rooms are fully operational. Ricoh provided both advice and installation, as well as a training program that allows the police to continue to train other staff members. Although not much training is needed to work with the system. "Everyone can simply plug in their laptop and connect. Moreover, the LFD (Large Format Display) screen in the conference room also gives explanations on how to connect quickly for presentations, for example," says Van Dessel.

Jordy Vermeeren agrees that it's a user-friendly system. "You just plug a cable into your laptop and off you go. There's another advantage for us because everything comes from the same manufacturer. That makes configuring the system a lot easier."



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*SVEN VAN DESSEL*

*COMMUNICATION SERVICES  
SOLUTION ARCHITECT AT RICOH*



## SHOWROOM FOR OTHER ZONES

There's no better advertising than word-of-mouth from satisfied users. Other police zones are also interested in the MIRA Police Zone's modern system. "Leading up to the construction of our new headquarters, we looked at other police zones to gain inspiration. Now, we have pretty much become the high-tech center and colleagues from other zones love to come and admire the end result. As a major player, Ricoh is well positioned to roll out solutions in multiple police zones. So there's a real chance that other zones will eventually follow our example," concludes Vermeeren.



Full design of meeting rooms for an ultra-interactive live experience



Choice of solutions with simple and safe operation to ensure efficiency



Brainstorming to propose complete and personalized solutions adapted to your needs

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## ABOUT RICOH

Ricoh offers innovative services and solutions for the digital workplace, enabling people and companies to use smart working more widely. For 85 years, Ricoh has helped to transform workplaces with document management solutions, IT services, communication services, commercial and industrial printing, digital cameras and industrial products. Headquartered in Tokyo, Ricoh operates in more than 200 countries. In the financial year ending March 2020, the company had global sales of \$19.06 billion. For more information, visit [www.ricoh-europe.com](http://www.ricoh-europe.com)

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