

# Spain's Guardia Civil: New capabilities for a changing society



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General José Luis Becerra, Director of the Guardia Civil's Technical Services Area, and Enrique Arias, board member of Accenture.

*"The emergence of globalization and enhanced technologies has resulted in the increased sophistication of criminal activities. These criminal organizations operate across borders with increasingly complex *modus operandi*, thereby giving rise to greater interconnection between criminal activities.*

*All this creates a different scenario to our approach to traditional criminality which organizations such as the Guardia Civil must be ready to tackle. To face this challenge with confidence, we have placed our trust in Accenture's experience in the policing sector and in the in-depth knowledge gained by an organization as complex as the Guardia Civil.*

*Teaming with Accenture, we have designed an extremely technically advanced solution in line with the future operational model defined for the Guardia Civil of the 20th century."*

*General José Luis Becerra, Director of the Guardia*

Spain's Guardia Civil is making significant advances with respect to modernizing its management procedures to stay abreast with the new demands of Spanish society. The SIGO project, the implementation of a new integrated operations management system, constitutes a firm commitment to the future operational model defined for the Guardia Civil of the 21st century. Based on an integral information and communication systems plan, the aim of the SIGO project is to enable the Guardia Civil to respond to the new challenges it faces in an efficient and definite manner.

The Guardia Civil has placed its trust in Accenture's experience in the field of public safety to define its medium-term technological and organizational environment and develop a system to support its operational activity across all levels.

The project, one of the largest and most technologically complex to be developed over the past ten years by the Guardia Civil, is based on a centralized Web architecture that enables the system to be accessed using an electronic card from any of the more than 3,000 operational units deployed throughout Spain. The installation of SIGO has also required 500,000 hours of training to instruct the more than 75,000 officers in the force in its use. Today the system manages between 20,000 and 25,000 daily connections, transmits more than 4 million complaints and records more than 30 million citizen safety enquiries per year.

The benefits are clear. Apart from drastically reducing bureaucratic tasks and freeing up resources for reassignment to police work, SIGO guarantees the quality of the information and enables the integration of multiple databases. SIGO has initiated relevant milestones such as the electronic exchange of information with other Spanish and foreign police forces with respect to the identification of people or objects and the provision of data for the prevention or investigation of criminal activities. In addition, SIGO has enabled the interaction of a further 17,000 Spanish and international public entities. These capabilities enable the Guardia Civil to strengthen its contribution to the overall success of the security forces and crime prevention agencies' constitutional mission of guaranteeing the safety of Spain's citizens.

## About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 244,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$25.5 billion for the fiscal year ended Aug. 31, 2011. Its home page is [www.accenture.com](http://www.accenture.com).

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