



Freedom of Information request ref 01/FOI/25/3645
We received your request on the 22/08/2025.

Request

You asked us:

Does the force use Connect systems run by NEC software solution and when did it go live?

If the force does, then:

- 1. What was the original budget to deliver the Connect IT system, including training police staff, and over what time period? How much of this is training police staff?**
- 2. How much has been spent on the system since it went live to date? How much of this is training police staff?**
- 3. How much does the force project to spend on the system from now until estimated full-scale delivery?**
- 4. Please provide all recorded minutes from the National business design authority meetings between NEC software solutions and force representatives.**

Freedom of Information request ref 01/FOI/25/3646
We received your request on the 22/08/2025.

Request

You asked us:

Does the force use Connect systems, run by NEC Software solutions?
If not please tell me which system the force uses.
If yes please answer the following:

When did the force become aware of the 'failed submissions' technical fault, to do with this software?
How long does the force estimate this fault has been occurring?

By Calendar year, since the connect system went live in the force, please provide:

- 1. How many tickets have been raised due to IT faults/errors due to the connect system.**

2. How many crimes reported by members of the public and inputted by officers have initially failed to record on police systems due to 'failed submissions'?

We have handled your request under the Freedom of Information Act (FOIA)

Our response:

British Transport Police uses Niche RMS as our Force records management system and therefore does not hold any further information within scope of these requests.