| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-2683  Responded to: 28 August 2025 |
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Your recent request for information is replicated below, together with our response.

**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’?**

The information sought is not held by Police Scotland and section 17 of the Act therefore applies. To explain, Police Scotland does not use NEC Connect.

Police Scotland use many systems and without specific details regarding what area of business capability information is being requested on we are unable to provide a response as to what system is in use.

If you can provide further details, we can consider under a new FOI request.

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](https://www.foi.scot/appeal), by [email](mailto:enquiries@foi.scot) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible.   
If you require this response to be provided in an alternative format, please let us know.