



Total Computer's Total Enforcement CAD/Records Management System Customer Solution Case Study



Total Computer Group

The Total Enforcement CAD/Records Management System Was Built By Law Enforcement Professionals Using Today's State Of The Art Technology To Achieve Maximum Results.

Overview

Country or Region

USA

Industry

Public Safety

Customer Profile

Total Computer Group, with headquarters in Melville, NY, focuses on what clients want most: Total Solutions, Results, Complete one-stop service. Total does whatever it takes to get the job done.

Business Situation

Many law enforcement agencies are running outdated systems which do not contain the tools necessary to get the job done in today's environment. Information needs to be available immediately, so officers can make accurate decisions on the spot.

Solution

Total Enforcement ("TE") provides our police agencies with the tools required for effective law enforcement. Information is available immediately, from head quarters, from the patrol cars, from any mobile device or position, or from the internet.

Benefits

- Immediate access to data;
- Automates all reporting requirements;
- Interagency data sharing.
- Remote access to all data.

"..this system goes many steps further than just automating tasks – it gives every officer an instant connection to a huge amount of information. It's truly the first time I've ever seen anything this powerful"

Chief Joseph Neve, Lynbrook Police Department

The Total Enforcement CAD/Records Management System[®] was developed for use by law enforcement agencies. This fully integrated and automated CAD/Records Management System delivers powerful advantages of real-time data, overall agency efficiency, high productivity through data element reuse, complete NCIC access and advanced search capabilities for general law-enforcement effectiveness.

The use of this product by police departments significantly enhances public as well as officer safety. In these times of increased security and heightened security alerts, our police agencies need the proper tools to be able to protect and serve. Many agencies are running outdated systems which do not contain the tools necessary for law enforcement agencies to get the job done. Information needs to be available immediately, so officers can make accurate decisions on the spot. Total Enforcement is completely functional using any broadband connection.

Total Enforcement ("TE") provides our police agencies with the tools required for effective law enforcement. Information is available immediately, from headquarters, from the patrol cars, from any mobile device or position, or from the internet. Remote users stay connected using laptop or tablet PCs connected to headquarters via any broadband wireless connection. Officer's need continuous access to data, not just when they are in headquarters.



“The Town of East Hampton Police Department, NY, has been supported by Total on a technical level for over 15 years, 24 hours a day, seven days a week. When I learned that they were developing an RMS, all of us in the Department knew these folks would create something like no other. Then we saw it in action. And after seeing how easy they make sharing data between multiple departments, the feedback I received was even better than expected.”

*— Chief Todd Sarris,
Town of East Hampton,
NY Police Department*

Situation

Total Computer Group, headquartered in Melville NY with offices in Rochester NY, and NYC, was founded in 1988 as a systems integrator and technical services and maintenance firm. We have grown to become one of the most respected computer-technology solutions providers and application development firms in the Tri-State region.

Our premiere product is the Total Enforcement Records Management System®, developed for use by law enforcement agencies. This fully integrated and automated Records Management System delivers powerful advantages of real-time data, overall agency efficiency, high productivity through data element reuse, complete NCIC access and advanced search capabilities for general law-enforcement effectiveness.

In these times of increased security and heightened security alerts, our police agencies need the proper tools to be able to protect and serve. Many agencies are running outdated systems which do not contain the tools necessary for law enforcement agencies to get the job done. Information needs to be available immediately, from headquarters or in the field, so officers can make accurate decisions on the spot and in real time.

Total Enforcement (“TE”) provides our police agencies with the tools required for effective law enforcement. Information is available immediately, from headquarters, from the patrol cars, from any mobile device or position, or from the internet. Remote users stay connected using laptop or tablet PCs connected to headquarters via Cellular air cards providing broadband internet access. Remote police personnel need continuous access to data, not just when they are in headquarters.

The public perception is that all agencies are using a centralized software system to track crime. The reality is that there are a multitude of different law enforcement agencies which are all using different/separate systems. Police officers now have to make separate phone calls to other police agencies to check for information about suspects or such things as vehicle details. It's impossible for anyone to query every agency in the state using those means. To be able to get information from all possible sources with just a few keystrokes is an enormous saving in time and costs. TE supports local, national and international data sharing.

Solution

Total Enforcement is a totally automated system for law enforcement agencies. The product is designed to eliminate data entry where ever possible, to ensure more accurate data. Driver's licenses, registrations, as well as windshield stickers are scanned via wireless Bluetooth hand-held scanners. This populates the database accurately without the tedious job of data entry. All addresses can be validated against government address validation databases automatically, correcting errors and ensuring data accuracy. We have literally removed the redundant and inaccurate data entry functions of Police work. Police personnel are able to document valuable data faster and with better accuracy, saving these agencies and the public both time and money.

Total Enforcement is a state of the art software application which runs on any Microsoft platform. The application itself as it stands today is a mere 9 megabytes. There is no need for a CD based distribution. This application downloads quickly and installs easily. Installation time is approximately 3 minutes and can be fully automated using Microsoft Group Policies. Client application updates are fully automated requiring no administration.

One of the modules included in TE is the Citation Module. This feature is designed to be used remotely from a

patrol vehicle equipped with a mobile computer, mobile printer, wireless hand held scanner and cellular air card, to issue summonses (tickets). Using this system, patrol officers are able to process and print summonses in the fraction of the time it takes manually. This process eliminates errors from illegible handwriting. All of this equates to more tickets, less dismissal of tickets due to manual errors and critical data validation, thus generating greater revenue for the police agencies. Many agencies run this part of our system at DOT (Dept. of Transportation) truck inspection stops and are able to process the same amount of data in a fraction of the time spent before.

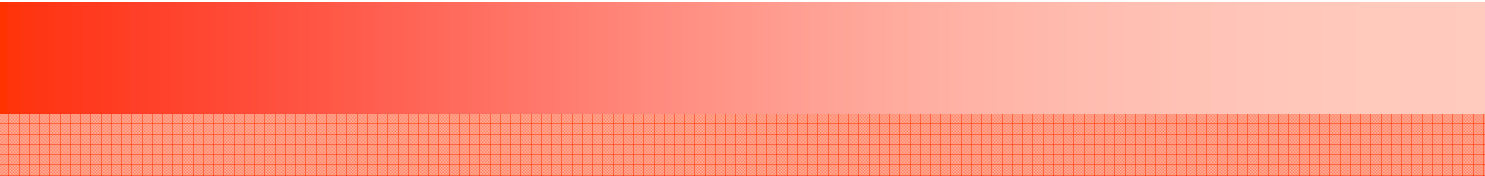
TE also has a CAD (Computer Aided Dispatch) Module that allows users to enter calls via the Event screen and dispatch and track units from the CAD Monitor. CAD supports both drag and drop as well as command line based functionality.

The Inter Agency Data Sharing (IADS) tool allows all TE users to share and query each others database for all activity of an individual.

When using the Microsoft .NET Framework to build an application that requires the use of distributed objects, the requirements include the ability to pass objects by value or reference, whether those objects reside on the same computer, on different computers in the same local area network (LAN), or on different computers in a wide area network

“...we saw your product only several months ago when we were researching a new state of the art means to manage our records management process. It quickly was apparent to our team that the Total Enforcement Software Application was the perfect solution. Not only that, but to find an application developer that had a full depth technology support team was to us, the perfect package.

*— Sergeant Regan Kelly,
Village of Mamaroneck,
NY Police*



(WAN). The application does not require you to control the lifetime of the remote objects explicitly.

.NET remoting provides a fully featured distributed object model with full common language runtime semantics running on the client and server. You do not lose any fidelity between client and server. This also helps with scalability and is a benefit unmatched by other development platforms.

Features like this give the product great mobility, meaning this application can run from anywhere, for example a patrol vehicle. This product was developed from the ground up with this concept. The cost of data entry personnel and the time consumed with that type of information transfer is reduced using this technology. There is also a host of other benefits of having systems like this in place in a police vehicle. Features like this place Total Enforcement light years ahead of all other products in the market. Many products have a stripped down mobile version and an in house version. Our product is “one in the same” with full functionality available at every installation. Another benefit is the availability of wireless broadband. This benefits Total Enforcement in the area of collecting and delivering digital imagery.

Benefits

The use of this product by police agencies significantly enhances public safety. Information is readily available whether an officer is sitting at a desk at headquarters or they are in the field conducting an investigation.

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TE automates the entry of incident-based information, generates high-quality reports (historical, tracking and statistical) and allows for the sharing of critical data across multiple agencies and geographies. It is a complete and comprehensive records management system. Users only have to enter information once from any field location or precinct, and make it instantly available in a shared data base.

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which are all using different/separate systems. Police officers now have to make separate phone calls to other police agencies to check for information about suspects or such things as vehicle details. It's impossible for anyone to query every agency in the state with that method. To be able to get information from all possible sources with just a few keystrokes is an enormous saving in time and costs.

TE has remote capabilities that none of its competitors products have. None of our competitors currently have a true remoting solution. The complete application runs on Verizon’s EVDO technology. The same software is also capable of running in a LAN, WAN, ASP or Mobile environment. Another differentiating feature of TE is that it is IBR (Incident Based Reporting) compliant. Government agencies dictate the format in which law enforcement agencies may report crime statistics. Our system verifies the accuracy of the IBR submission and automatically electronically transmits it to the appropriate agency in the format required. None of our competitors currently have this functionality.

Other features included in Total Enforcement:

- Fully scalable to accommodate any size agency
- Continuous linking with government data bases
- Runs on all 32 BIT Microsoft Operating Systems
- IBR compliant
- Supports standard IP-based communications (TCP/IP)
- Dynamic Network Reconnection
(continuously attempts to reconnect to network, if mobile signal strength is intermittently lost) with no loss of data
- Consistent software solution for both desktop and mobile users
- Low-cost hardware (scanner, printer) and complete open-systems approach
- 24x7 technical support – from our professional services staff

Software and Services

- Microsoft Windows Server 2003
- Microsoft SQL Server 2005
- Microsoft .Net Framework
- Microsoft Windows XP
- Data Dynamics Active Reports
- Microsoft MapPoint Web Service

Partners

- Cisco Systems
- Hewlett Packard
- Microsoft Solutions Provider

For More Information

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www.microsoft.com

For more information about Total Computer Group products and services, call 866-388-7488 or visit the Web site at:

www.totalcomputer.com

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