

# total | enforcement

# White Paper

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## Total Enforcement Return on Investment

*In the strictest sense, return on investment (ROI) is an accounting measurement, in which an organization's gains are depicted as a percentage of its total capital, calculated by dividing that total capital into gross earnings. Let's face it, that number is strictly for the accountants. A clearer way to think of ROI is the amount of profit (return) based on the amount of resources (funds) used to produce it. It is also the ability of a given investment to earn a return for its use.*

### Introduction

When a law enforcement agency decides to invest some of its precious budget for improvements in its operations, whether that means added staff, new hardware, or new application software, that agency's ROI goes beyond just the accountant's numbers. For example, when that agency is looking for a computer aided dispatch/records management solution, its ROI should ensure that:

- Each officer can do more – more cases, more citations, more of their important work.
- The agency can generate more revenue
- The courts can realize higher conviction rates and fewer case dismissals

Not every CAD/RMS system can meet those ROI objectives, but Total Enforcement can.

### Total Enforcement Records Management Software Benefits for a Law Enforcement Agency

Total Enforcement is one of only a few enterprise-level systems in the public safety marketplace that fully leverages Microsoft's .NET framework, a business object model and service oriented architecture. Because our developers created the software *from the ground up*, they didn't have to reengineer existing software built on legacy development platforms. Without the added effort and expense of that re-design, Total developers were free to concentrate on optimizing the .NET framework, providing users with a truly modern software solution.

Total Enforcement's fully functional CAD/RMS solution offers many benefits:

- Increases officer and public safety
- Increases productivity
- Reduces data entry
- Eliminates errors
- Offers enhanced crime and statistical analysis reporting
- Uses Microsoft-based readily available platforms and technology including Microsoft's Virtual Earth Mapping System

## How Do These Benefits Affect ROI?

### Total Enforcement:

- Increases officer and public safety*

The safety of officers and citizens is paramount and is virtually unquantifiable. Total Enforcement enables officers to access real time information, sometimes in dangerous field situations, that can mean life and death for the officers or for citizens caught in the middle of an incident.
- Increases productivity*

Total Enforcement's records management modules enables officers to collect data, create citations and other documents, and obtain approvals quickly. When officers enter data while they are in the field, that data is immediately available to everyone else. This is especially important when participating in Fusion Centers or other collaborative arrangements with other jurisdictions.
- Reduces data entry*

One-to-many data entry ensures that information entered in one module is accessed in other modules so that the same information does not have to be added again and again, saving time and ensuring consistency.
- Eliminates errors*

Because the system validates all data, the agency's files are more complete and correct.
- Offers enhanced crime and statistical analysis reporting*

Total Enforcement's report module enables officers to create reports with just a few keystrokes. Officers can print, export, and save those reports.
- Uses Microsoft-based readily available platforms and technology*

The importance of using .NET development platform cannot be emphasized in view of Microsoft's intention to discontinue support for legacy development platforms.

## How Can Total Enforcement Provide a Solid ROI for Agencies?

The most striking evidence is the *time it takes officers to process individual forms*. Our customers have told us that they have seen some remarkable timesavings in processing events including:

<b>Police Activity</b>	<b>Required Time Using Fourth Generation RMS</b>	<b>Required Time Using Total Enforcement RMS</b>
Auto Accident	20 minutes	5 minutes
Summons	9 minutes	25 seconds
Successive Summons	9 minutes	8 seconds

These are remarkable efficiencies for officers, freeing them to do more police work. More police work can mean more revenue with more ticketing of scofflaws, better records for Court to ensure violators are fairly convicted and penalized. With its auditing feature, Total Enforcement also ensures that reports are more accurate with fewer typos or factual errors, before they are sent to an agency's

database. In addition, because the files are held electronically, there are no more lost or misfiled documents, and the agency's administrative staff can perform other pressing tasks. This means better records, *period*.

Because Total Enforcement is an off-the shelf solution that uses web services, installation is streamlined. That means an agency can measure its implementation in weeks or months instead of years. It also means that software changes can be automated, eliminating the need for the agency's system administrator to *touch* every computer that needs updating, another important resource savings.

When you weigh a records system's benefit for your agency, look for the returns on your investment, not just in the profit and loss columns, but also in the value of automated records in a state of the art platform that provides returns on a number of levels—operational, interoperable, and individual. When you do, it will be easy to see that Total Enforcement is the solution for you.

For more information about this topic, contact Total Computer at (631) 777-7477 or email [info@totalenforcement.com](mailto:info@totalenforcement.com).