



RECORDS

BUILD A STRONGER CASE





RECORDS

RISING UP TO THE CHALLENGES OF RECORDS MANAGEMENT

Your officers' time on the street is critical, but being forced to rely on handwritten notes, manual forms and outdated records systems can slow them down. With the growth of digital evidence and new state and national Incident-Based Reporting (IBR) standards, the records burden on agencies has never been greater. CommandCentral Records is up to the challenge, giving officers time back in their shift.

CommandCentral Records is a secure, fully integrated records management system in the cloud. Pull computer-aided dispatch, digital evidence management and citizen input data into a Consolidated Record View for a more complete and accurate incident summary, all in one place. From the same screen, it's easy to quickly and securely collaborate with judicial partners, providing them with all case information and digital evidence in a dedicated experience designed for their needs.

Discover a scalable, easy to use and secure cloud records management system to help you simplify data management, accelerate incident reporting and successfully build and close cases.



EXPERIENCE THE COMPLETE 360° INCIDENT

CommandCentral Records is part of an integrated public safety software suite designed to **connect all data**, **heighten collaboration** and deliver the most **complete view** of an incident, from call to case closure.



RECORDS SPECIALIST

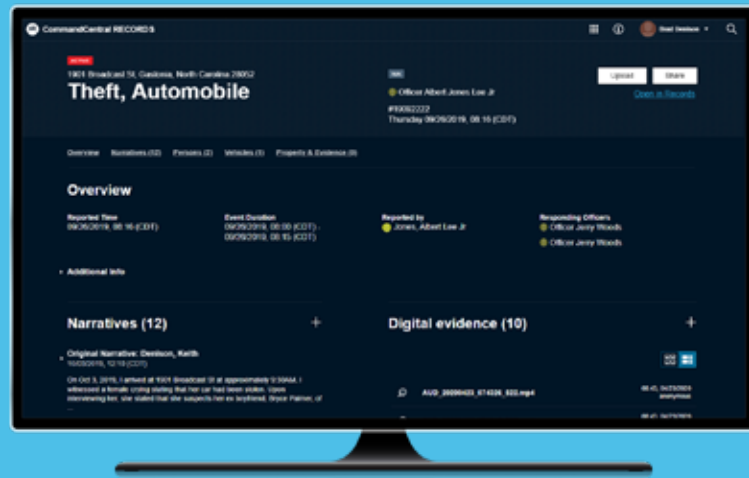
LESS TYPING, MORE POLICING

Reports are critical to the proper resolution and prosecution of a case, but too often officers and records specialists have to re-enter data that is already available in other applications. Increases in required documentation and the amount of evidence available — particularly video — have officers spending far too much time on paperwork. In a recent industry study, 56% of law enforcement professionals said they spend three hours or more on reporting and paperwork per shift. Of these respondents, over 90% said administrative work diminishes their visibility with the community.¹

CommandCentral Records takes a new approach to information management. Simplify information collection and documentation, automatically capture data from across systems and create a comprehensive incident record with an integrated records management system in the cloud. This means there's a lesser burden on administrative staff to manually compile and transcribe incident information, validate it for reporting compliance and manage it for consistency and future usability. This can free up resources for more value-added tasks, giving officers time back in their shift to connect with the community.



**CommandCentral
Records is a secure,
fully integrated
records management
system in the
cloud, giving your
officers time back
in their shift.**



GET IT RIGHT THE FIRST TIME

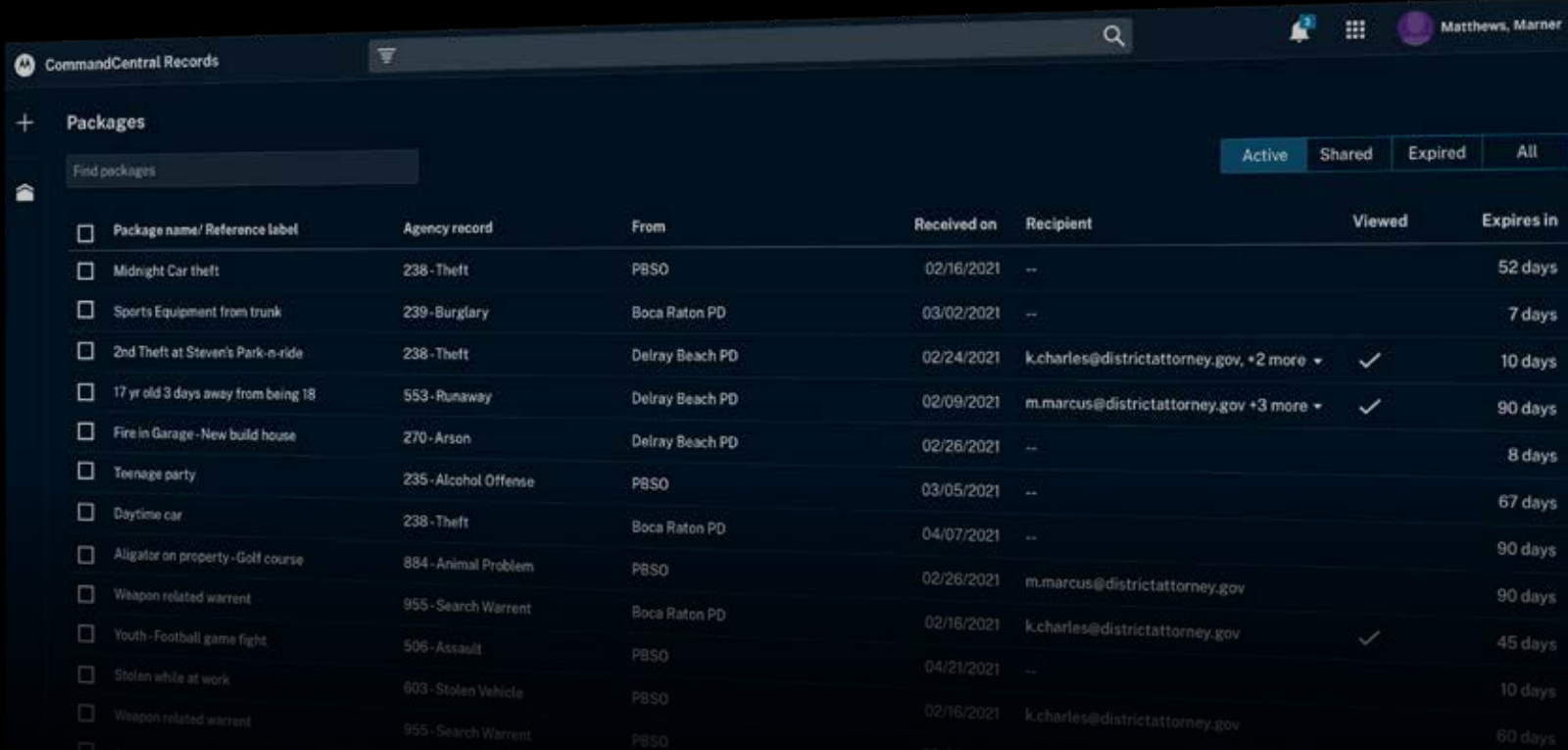
Workflow management tools prompt officers for required information to ensure a more complete record and resolve cases faster. Reports are verified by the compliance engine before submission to minimize rework and reduce error rates.

SIMPLIFY DATA MANAGEMENT

Bring consistency to your data and eliminate duplicate effort by creating an incident report using correlated CAD information, citizen inputs and digital evidence. Once the incident is created, it's easy to keep data clean with automated record quality control, including retention, merging, deleting, sealing and purging of records. Custom code tables and incident-based reporting (IBR) submission tools help your agency comply with state IBR requirements and court orders, without overwhelming your staff.

GO TO COURT WITH CONFIDENCE

Keep prosecutors up-to-date by providing them with an account for in-app sharing or access to a dedicated, streamlined page designed for their needs. This allows judicial partners to access all of the case content shared with them — even from multiple agencies — from one, secure location.



SET A TIME LIMIT TO VIEW THE CASE

With CommandCentral Records, you're always in control of your data. Set a time limit for judicial partners to view the case. When the time limit expires, so does their access to the Consolidated Record View.

SEE WHEN A PACKAGE WAS RECEIVED

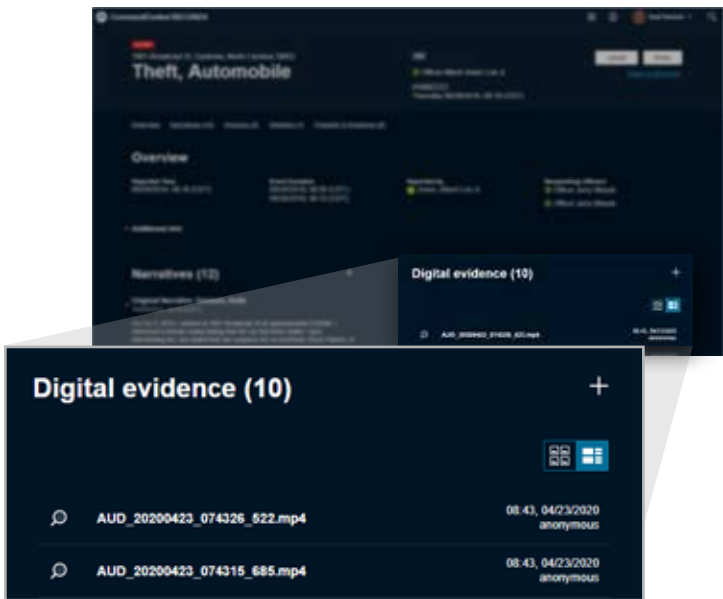
Sharing case information in a timely manner is essential. The Share Manager indicates when the shared case package was received by the prosecution, so you know they received it on time, the first time.

RESHARE WITH THE DEFENSE

Empower prosecutors to reshare the case with the defense from the Consolidated Record View when needed, sparing your teams the extra step of sharing the case package again.

Recipient	Viewed	Expires in
--		52 days
--		7 days
k.charles@districtattorney.gov, +2 more	✓	10 days
m.marcus@districtattorney.gov +3 more	✓	90 days
--		8 days
--		67 days
--		90 days
m.marcus@districtattorney.gov		90 days

KNOCK DOWN DATA SILOS FROM CITIZEN TO COURTROOM



With the influx of digital content, the last thing you need is to overwhelm your records and evidence teams with more to manage.

CommandCentral Records includes cloud-based, fully integrated digital evidence management tools to securely collect, capture, manage and share digital evidence.

Knock down the data silos between your teams and systems with the confidence that every detail has been captured and no evidence left behind. From citizen to courtroom, minimize the burden of new media by providing access to all case content from a single pane of glass, so you get the most out of your digital evidence and ensure justice is achieved.

STRENGTHEN COMMUNITY ENGAGEMENT

Your community has valuable knowledge and can be a critical partner if you have the right tools to connect. Provide your citizens with the ability to share intelligence and be a true public safety partner with CommandCentral Community. These tools provide a secure way to collect evidence from the public, a safe place for anonymous tipping, and a channel to keep the public informed of local crime data — on your terms.

COLLECT EVIDENCE ON SCENE

Capture images, video and audio on scene with an Android or iOS mobile device. With CommandCentral Capture, all evidentiary data is isolated from personal data, making it inaccessible for tampering by other apps so you never need to subpoena devices. Officers can also dictate their primary narrative directly from the app, saving valuable time with automated transcription.

CENTRALIZE DIGITAL EVIDENCE MANAGEMENT

Aggregate, intelligently organize and manage all of your agency's digital evidence in one place with CommandCentral Evidence. As a source-agnostic application, ingest or access content from any source via native integrations to our own portfolio, 3rd party system connectors or manual file uploading. From CommandCentral Evidence, you can also access a robust redaction suite, audio transcription and reporting dashboards.



GET MORE OUT OF YOUR EXISTING INVESTMENTS

The greatest advantage for public safety agencies is to harness the information that surrounds them, synthesize it to find patterns and make smart decisions, and then distribute it securely and instantly to the teams who need it the most, when they need it. CommandCentral Records integrates with other technologies in Motorola Solutions' ecosystem, accelerating decision-making and adding value to your existing investments.

COMPUTER-AIDED DISPATCH

Increase efficiency by allowing responders to create and access records case numbers, starting the appropriate agency workflow for an incident. The ability to automatically create an incident record from the computer-aided dispatch system saves valuable time, eliminates duplicate effort and creates greater data consistency between applications.

LICENSE PLATE RECOGNITION

With Vigilant PlateSearch, which is part of the Vigilant LEARN platform, your team is empowered to access billions of license plate detections and patented vehicle location analytics, going beyond basic searches and hot list alerts. Integrate Vigilant PlateSearch with CommandCentral Records to automatically show the number of detections that exist for any given license plate associated with the incident. The Consolidated Record View includes a direct link to the license plate database, where you can view more detailed vehicle information.

BODY-WORN AND IN-CAR VIDEO

Motorola Solutions' robust body-worn and in-car cameras help you capture secure, unbiased video evidence in the field. Keep patrol officers on the road with automatic, encrypted video uploads from in-car systems or WiFi-enabled body cameras directly to CommandCentral Evidence. Once the evidence is uploaded and tagged, the body-worn and in-car footage appear directly in the Consolidated Record View for a more complete picture of the incident.

JAIL AND INMATE MANAGEMENT

Transfer relevant data to the jail with an integrated arrest form within CommandCentral Records. From the Consolidated Record View, the officer fills out the arrest form and makes the information available in CommandCentral Jail electronically. The jail officer then uses the arrest data to update the intake form and start the pre-booking process, eliminating the manual paper intake form and ensuring the arrest data is stored in the records and jail systems independently.



CommandCentral Records integrates with other technologies in Motorola Solutions' ecosystem, accelerating decision-making and adding value to your existing investments.

SIMPLIFY TRANSPARENCY WITH THE COMMUNITY

PUBLIC RECORDS REQUEST

Public records requests are a reality of the job. That doesn't mean they have to slow you down. See how the tools included with CommandCentral Records help streamline your workflows and increase efficiency when it comes to answering Freedom of Information Act (FOIA) requests.

REQUEST



COMMUNITY ENGAGEMENT

From the Agency Page, citizens can submit a public records request. Submission forms can be custom or standard, depending on your agency's preference.

REVIEW



SUBMISSION MANAGEMENT

Your agency reviews the request in the Community Inbox, tagging accepted submissions with the incident ID or creating a new incident ID if required.

MANAGE



DIGITAL EVIDENCE MANAGEMENT

Any personally identifiable information in the request is redacted if necessary before approval.

CENTRALIZE



RECORDS MANAGEMENT

Once the request is accepted, it is automatically uploaded to CommandCentral Evidence for secure storage and easy management.

SHARE



COMMUNITY SHARING

With the citizen's contact information provided in the submission, the case can be easily shared electronically using the citizen's email address.

ACHIEVE A LOW ERROR RATE

INCIDENT-BASED REPORTING

While incident-based reporting (IBR) systems provide unparalleled detail on crime, they also require more diligence and effort in the reporting process to ensure compliance and accuracy. CommandCentral Records includes workflow management and compliance verification tools to help your agency save time, minimize rework and achieve a low error rate.

CREATE



RECORDS MANAGEMENT

The officer completes the case report, including their primary narrative, required fields, and tagged digital evidence.

VERIFY



COMPLIANCE ENGINE

CommandCentral Records' compliance engine verifies the report before submission to minimize rework.

APPROVE



WORKFLOW MANAGEMENT

Supervisors can streamline the review process by accepting or rejecting reports, adding comments, or flagging necessary changes.

SUBMIT



IBR SUBMISSION TOOLS

Regularly submit incident-based reports for review by the state or Federal Bureau of Investigation.

TRACK



ERROR RATES

Track error rates over time to refine your agency's process to consistently and successfully achieve a low error rate.

SECURELY COLLABORATE WITH JUDICIAL PARTNERS

CASE PACKAGE SHARING

Successful prosecutions rely heavily on seamless collaboration with judicial partners. Cases must be shared in a timely manner and be fully tracked and audited. Perhaps most importantly, the chain of custody must be preserved. CommandCentral Records provides the tools to achieve the proper criminal outcomes and maintain transparency by securely sharing the case with the chain of custody intact.

CAPTURE



FIELD RESPONSE APPLICATION & VIDEO DEVICES

Ingest content from native integrations to our own portfolio, 3rd party system connectors or manual file uploading.

BUILD



RECORDS MANAGEMENT

Create a more complete picture of the case by correlating CAD, digital evidence, and community data to the incident record.

SHARE



PROSECUTOR EXPERIENCE

Keep prosecutors up-to-date with a dedicated, streamlined page where they can view all case information - even from multiple agencies.

ACCEPT



SHARE MANAGER

The share manager will show your agency when the shared case package was received by the prosecution, so you know they received it on time, the first time.

RESHARE



JUDICIAL SHARING

From the prosecutor's experience, the case can easily be reshared with the defense, if needed.

TRANSFORM OPERATIONS WITH UNIFIED DATA

You are faced with an overwhelming amount of data — and it's only continuing to increase. It's structured and unstructured. It's coming in from so many different sources that it's easy to miss connections and trends. And no matter how much data you have, it won't be useful unless you can put it to work for your organization. Data can be transformative to operations if it can be centralized and harnessed to fuel analytics.

CommandCentral Records was built on a secure and certified cloud platform that unifies your data and enables powerful analytics. The more data you add to the common platform, the more powerful your operations become. Here are a few ways a Unified Data Platform puts your data to work for you:



UNIFIED SEARCH

You need to be able to find what you need, fast. Our free-text search makes it easier to find the content you're looking for amongst the sea of images, audio, video, and other files. You can even filter and group based on tags and any other metadata attributes. Save frequent searches so they dynamically update with any new content.

REPORTING

Dive deeper into your agency's data with built-in reports and dashboards. These reports provide insight into body camera usage and adoption, help monitor criminal trends, and provide insight needed to make data-driven decisions.

MACHINE LEARNING

Save officers valuable time with the ability to dictate their narrative in the field. The transcript becomes the primary narrative in the Consolidated Record View, and machine learning automatically links any existing person or vehicle records to expedite case review. Our Platform also enables audio transcription, making it easier to review audio and video files in real time and prepare for court.

SECURITY

CommandCentral Records is designed for CJIS compliance, operates in the Azure GovCloud, complies with the NIST framework, and is audited annually against the Service Organization Control 1 and 2 (SOC 1 and SOC 2) reporting framework. You can also restrict sensitive content from certain users with detailed permission structures, or alert investigative groups to review information by flagging content that requires special attention.

COMMAND CENTRAL

CONNECTED. COLLABORATIVE. COMPLETE.



INCIDENT AWARENESS

COMMUNITY ENGAGEMENT



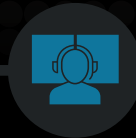
CITIZEN

EMERGENCY CALL MANAGEMENT



9-1-1 CALL TAKER

VOICE & COMPUTER AIDED DISPATCH



DISPATCHER

INCIDENT MANAGEMENT

REAL-TIME INTELLIGENCE OPERATIONS



INTELLIGENCE ANALYST

FIELD RESPONSE & REPORTING



FRONTLINE RESPONDER

POST-INCIDENT RESOLUTION

RECORDS & EVIDENCE MANAGEMENT



RECORDS SPECIALIST

ANALYSIS & INVESTIGATION



CRIME ANALYST

JAIL & INMATE MANAGEMENT



CORRECTIONS OFFICER

THE INDUSTRY'S MOST COMPLETE SOFTWARE SUITE

You depend on solutions that help deliver on the promise of a safer world. CommandCentral Records and other applications in our CommandCentral software suite are designed to bring clarity to decisions and simplify collaborative workflows. From call to case closure, CommandCentral connects all data to create actionable intelligence, eliminates barriers to heighten collaboration and delivers the complete, 360° Incident

Our CommandCentral software suite is unified with voice, video and analytics, creating the industry's only end-to-end, integrated ecosystem for public safety. Individually, every Motorola Solutions product and service makes the world safer. United, they are exponentially more powerful. Let's build the future of safety together.

For more information about CommandCentral Records, please visit:

www.motorolasolutions.com/records

¹ Nuance 2019 Role of Technology in Law Enforcement Paperwork Annual Report
https://www.nuance.com/content/dam/nuance/en_us/collateral/dragon/brochure/br-dle-paperwork-burden-in-policing-en-us.pdf



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