



# RECORDS MANAGEMENT THAT WORKS THE WAY YOU DO

## LAW ENFORCEMENT RECORDS MANAGEMENT



When it comes to records management, no two public safety departments are the same; each department has different data needs and workflows based upon their own internal operating procedures and state reporting requirements. Most agencies also need to share data with neighboring departments and comply with regional information sharing initiatives that impose yet another set of requirements.

### WHAT EVERY DEPARTMENT NEEDS

Virtually all public safety agencies are alike in one way. Every department wants a Records Management System (RMS) solution that works the way they work, fitting seamlessly into their own workflows and processes, making actionable information instantly available whenever and wherever it's needed. They need an RMS solution that is fully integrated with CAD, mobile and jail applications to ensure the most effective data management.

All too often, however, configuring records modules to your specific requirements means a costly and time-consuming customization engagement. You need a better way. You need a records solution that gives you full functionality with user-configurable modules that work the way you do, maximizing data management, efficiency and productivity without the high cost of third-party customization.

## EXPECT MORE FROM YOUR RMS

In today's challenging public safety environment, records management systems are being scrutinized not just for operational effectiveness but also for cost-effectiveness; total cost of ownership is becoming a major factor in deploying and upgrading records management systems. So it's time to expect more from your RMS – time for a system that helps you manage the new era of multimedia records operations while meeting your agency's unique data requirements from the beginning of an incident to the end, efficiently and cost-effectively.



### BUILT FOR LAW ENFORCEMENT

Of all the applications used by law enforcement, an agency's records management system provides the most touch points throughout a citizen's request for service, from the 911 dispatcher, the first responders, investigations, jail management, supervisors and administration.

PremierOne Records is designed to maximize information sharing and collaboration between the front lines and the Command Center. With seamless integration across PremierOne CAD, Mobile and Jail, PremierOne Records helps optimize safety and effectiveness by providing real-time information access, sharing and management throughout your operations and across agencies.

### COMPREHENSIVE AND COST EFFECTIVE

PremierOne Records has been developed with a dual objective: increasing safety by streamlining and tightly integrating records management and improving cost effectiveness by reducing total cost of ownership.

This solution helps increase officer and citizen safety by providing real-time access to actionable information and consolidating and linking together multimedia data about people, property and places into a single centralized data repository for more informed responses, better investigations and improved analysis.

And, with an intuitive easy-to-use graphical user interface (GUI) built on a true service-oriented architecture, PremierOne Records gives you the power to configure your system so you can tailor it to meet your specific agency requirements and maximize staffing efficiencies without requiring expensive, customized coding. It empowers your users with innovative ways to access and share information while reducing overhead and saving dollars.

### MOTOROLA DOCUMENTS: SIMPLIFYING DATA INPUT

**PremierOne Records includes more than 30 standardized modules that make data input simple, fast and accurate**

- AFIS Returns
- Animal Control
- Booking
- Call for Service
- Case/Incident Reporting
- Case Management
- Citations
- Civil Processing
- Confidential Informant
- Daily Activity Report
- Field Interviews
- Firearm Dealers/Permits
- Gangs/Gang Members
- Impounds
- Intelligence
- Juvenile Referral
- Master People, Property, Location, Entity and Vehicle
- Narcotics
- Neighborhood Watch
- Pawn Dealers/Pawns
- Permits and Licensing
- Photo Lineups and a Photo Book
- Property Sheet
- Property and Evidence (optional)
- Registrants
- Training
- Warrants
- Witness Statement

# DESIGNED TO MEET YOUR OPERATIONAL NEEDS

## MORE EFFICIENT WORKFLOW

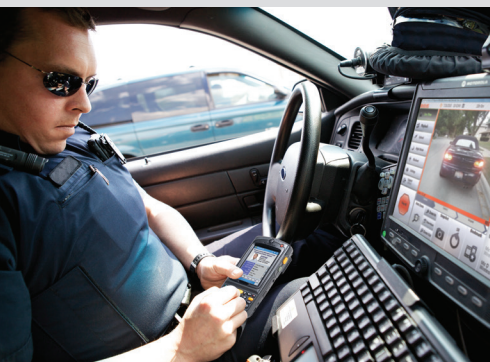
Every agency knows that effective records management can be a time-consuming and daunting task. PremierOne Records provides a full view of the workflow and history of a record as it evolves. Plus, it makes it possible for the records bureau to reduce their overhead, as well as provide the most relevant and actionable information available to administrators, department personnel, courts and local, state, regional and federal information systems.

To maximize effectiveness and efficiency, information capture, access and workflows should fit seamlessly into your agency's unique operations. PremierOne Records empowers your operation with a system that can be easily configured to support your specific business processes so your staff can make case management workflow decisions that save your agency time and money.

## CONFIGURATION VS. CUSTOMIZATION

Records administrators know all too well that change can be costly. Most available records management solutions force departments to either settle for an off-the-shelf application or purchase external coding services when processes or workflows need to be changed or updated. PremierOne Records uniquely solves this problem with our Advanced Configuration Tool (ACT), which allows agency personnel to create agency-specific information tracking and management modules internally without additional service fees or expensive custom coding.

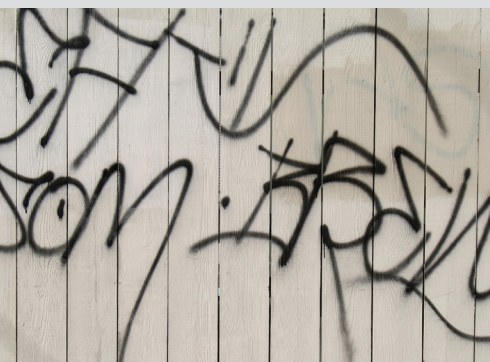
Using ACT, your personnel can configure agency-created modules that include key PremierOne Records features: security, mobile access, access control, workflow and more. The solution is GUI-based and simple to use, and best of all, it requires no programming experience to operate. With ACT, you can significantly lower your overall TCO and support costs.



## SUSPICIOUS ACTIVITY

An officer leaving a call notices a man pacing the sidewalk across from a currency exchange. He appears to be pointing his phone at the building, perhaps taking photos. Suspicions alerted, the officer interviews him and takes his picture. From his vehicle, he fills out a Field Interview Form in PremierOne Records Mobile, attaches the photos and electronically sends the report to the Major Crimes Unit.

Two days later, the man turns up as a suspect in a currency exchange robbery across town. While interviewing witnesses at the scene, a detective creates a photo lineup using photos from the Master People Index as well as the photos from the Field Interview. The suspect is identified by multiple witnesses, apprehended and arrested. The detective completes a pre-booking record on his laptop with automatic import of suspect data, and transports the arrestee to the jail where the intake process continues using PremierOne Jail.



## GANG GRAFFITI

To keep ahead of an outbreak of graffiti incidents, an agency configures a graffiti-tracking module within PremierOne Records. When a citizen calls 3-1-1 later that month and complains about gang graffiti on his fence, a service request is entered into PremierOne CSR. The report is then transferred to the graffiti-tracking module within PremierOne Records. A public service crew and gang unit officers respond to the scene. Officers photograph the graffiti and electronically post it in PremierOne Records, all without leaving the scene.

The completed graffiti form is routed into the gang unit queue through a workflow that was defined by the administrator. Gang unit officers recognize the style of the "tagger" and add the incident to the list of his graffiti the city has removed and the accumulated costs of its removal. When the suspect is apprehended, charged and convicted, prosecutors have immediate access to the clean-up efforts and costs, generate a report and include it with all of the linked events. A judge uses the report to help decide the amount of restitution and community service to assess.



## DESKTOP AND MOBILE CLIENTS

Because today's records management operations involve flexible work environments, PremierOne Records includes two types of clients: a Desktop Client and a Records Mobile Client. Your personnel can securely access both solutions, whether they're in the office or in the field.

The Desktop Client is used at the station or on units that are connected to the network, such as those on a LAN or WAN. The client is self-updating, can be launched from a Web browser, installed and accessed by users without administrative rights, helping to reduce costs and administrative burdens.

The Records Mobile Client is used for any situation where network connectivity is uncertain or completely unavailable such as field officers with mobile units connected via a LTE or other wireless network. Our Mobile Client, unlike other field-based reporting solutions, is a complete records workstation with all the functionality of the standard client. All relevant services and data are cached on the advanced mobile device, and behind-the-scenes updating ensures that Mobile Clients stay up to date in all applications when reconnected to the network.

The Records Mobile Client can even work in a fully disconnected mode allowing the officer to complete reports and create new reports without network connectivity. Once connectivity has been returned as the user enters a hotspot, etc., the system will automatically upload all saved information.

For increased productivity and ease of use, both clients use the same consistent, intuitive tool for intelligent data entry that enables officers, and administrators, to save time and effort while being more efficient and effective. Both clients are also self-updating, which helps to minimize administrative costs and burdens.



### ATTEMPTED ABDUCTION

A police Sergeant parks near a busy downtown intersection while she accesses and reviews Case Reports submitted for approval by her Patrol Shift. She approves the reports that are complete, and, for the few reports that need more information, she adds notes and reroutes them back to the officers.

As she finishes, she sees the BOLO sent from PremierOne CAD to her PremierOne Mobile describing a van and details about an attempted child abduction at a nearby school. She observes a vehicle matching the description and initiates a traffic stop. From her vehicle, she securely accesses the Case Folder in PremierOne Records Mobile and is able to view video over the LTE network that was added by the investigating officer from the school's surveillance system. Unique characteristics of the van and the driver seen on the video make it possible to identify it as the vehicle used in the attempted abduction and the driver is taken into custody.

# NEXT GENERATION RECORDS MANAGEMENT

## MAXIMIZE CONTROL AND INFORMATION SHARING

PremierOne Records makes centralized data input and control possible through standardized data input procedures that are easy to learn and intuitive to use. Now data from a variety of remote sources can be entered into and managed in a single data repository, minimizing records management personnel involvement. The centralized data repository is also critical to enhanced inter- and intra-agency information sharing across multiple departments and jurisdictions for correlated, coordinated responses.

As more agencies look to share information and resources, PremierOne Records is ready to adapt to your expanded needs. Designed and built with multi-agency RMS consolidation in mind, PremierOne Records supports multiple agencies on a single system allowing participating agencies to share costs. Each participating agency retains the autonomy to choose what they share with other agencies and when they share it. The system allows pre-selected agencies to have instant, on-demand data access, while preserving intra-agency privacy and control.

## TOTAL DATA INTEGRITY

Whether a record is created in the office or in the field, audit trails and data security begin at the point of entry and follow the entire history of the record as it evolves. This automated and multi-layered auditing and logging functionality provides a verifiable chain of custody for all records. System auditing and logging features track access and changes to any record regardless if you are using the standard PremierOne modules or agency-created modules. And activity logs for Case Folders allow authorized users to see additions, deletions and print activity for the case. The system can even automatically assign case officer to receive immediate alerts when a case is accessed or modified.

To assure the highest level of data integrity, a digital signature is generated for each created record. This tamper-proof seal is validated every time the record is accessed to assure that no un-authorized modifications to the data have occurred. By handling incident reports, witness statements and field interviews as digital evidence, you can be confident that court reports have not been modified by unauthorized sources.

## MULTIMEDIA STORAGE

PremierOne Records is a powerful multimedia storage facility that allows the agency to store many types of attachments to a Virtual Case Folder making it easy to capture all information necessary to fully document the criminal event. The Virtual Case Folder is also designed to capture and contain multimedia records such as crime scene photos, scanned witness statements, audio recordings, video attachments or any other type configured digital attachment. Your personnel can browse for attachments, scan an item directly in or drag and drop an item into the Virtual Folder.



## DATA IN, INTELLIGENCE OUT

The professionals in your operation have the demanding task of capturing all the information that's valuable to your agency, and then making it available whenever and wherever it's needed. With pre-defined, user-defined and ad hoc reporting capabilities, PremierOne Records provides informational, administrative, statistical and trend analysis reports allowing operational users to easily create, publish and share reports.

Quickly extrapolate intelligence from your RMS data with CommandCentral Analytics and Predictive integration. Visualize your data using intuitive crime analytics dashboards and quickly view daily briefing information from within your PremierOne Records workflow for greater efficiencies and output.

## SIMPLIFIED IBR AND UCR VALIDATION

Mandatory federal or state Incident-Based Reporting (IBR) and Uniform Crime Reporting (UCR) compliance checks can be complex and place a heavy burden on the records department.

PremierOne Records allows officers in the field to validate their data entry for IBR and UCR compliance, assuring that the report is complete for reporting purposes. Agencies can create their own help files to assist officers in completing an accurate report.

IBR or UCR compliance checks can also be performed as part of an agency configured workflow; this allows Case Reports to be validated prior to submission to the records department, shortening the typical submission and approval cycle.

This functionality lowers staff costs, increases efficiency and provides the highest level of accuracy for your mandatory reporting.

# STREAMLINE COLLABORATION AND INTELLIGENCE SHARING

## INTEGRAL PART OF PREMIERONE SUITE

Our unified, PremierOne applications platform provides a complete incident management solution that transforms the way agencies operate, collaborate and disseminate information. PremierOne Records is a critical cornerstone of the PremierOne Suite because it centralizes all public safety records into a common repository for advanced information sharing, powerful efficiencies and unsurpassed security.

This powerful RMS solution can enable a CAD operator to share critical premise hazards information with a police officer, a detective to quickly access a suspect's criminal history, or allow an investigator to view crime scene video. When combined with the rest of our PremierOne solutions, it provides a real-time operational view that will speed response capabilities, increase operational performance and maximize officer and citizen safety.

Since PremierOne Records' user-configurable modules reduce or eliminate the need for outside programming and services, it enhances efficiency and improves operational effectiveness with substantially lower TCO.

## POSITIONED FOR THE FUTURE

As public safety expectations evolve in the 21st century, your organization will face many new data management challenges. Designed for the unique needs of public safety and built on an open standards Microsoft® .NET platform, protecting your investments and laying the groundwork for future capabilities, PremierOne Records provides a flexible and cost-effective records management solution to meet the present and future needs of first responders and the records management professionals who support them.



## TRUSTED PUBLIC SAFETY SOLUTIONS

Motorola is leading the way to a new generation of public safety solutions by combining advanced new technological capabilities with the reliability of the industry's most trusted mission critical solutions to provide real-time sharing of crucial voice, data and video communications where they're needed most.

To learn about Motorola Next Generation Public Safety and how your organization can benefit from PremierOne Records, visit [motorolasolutions.com/premieronerecords](http://motorolasolutions.com/premieronerecords).