

# Mobile data solutions for Police and Uniformed Services

## The Mobile Information Challenge

For police officers, and other uniformed services users, gathering information can often require more than simply filling in a form or taking notes. The ability to record pictures, video, sound samples or dictation can often prove easier, quicker and more effective compared with using traditional pen and paper\*. Capturing these types of information has usually meant using multiple devices and collating the information onto standard reporting platforms back at the police station which is time consuming, reduces time spent in the community and duplicates effort.

## Solution: ePocketBook Electronic Notebook

The Interchange ePocketBook electronic notebook provides officers and other uniformed services users the ability to easily record a variety of text and multimedia data using BlackBerry® smartphones. The solution enables police officers and other uniformed services users to take notes in a few clicks without the need for excessive paperwork – and ensure that back office systems are updated as soon as possible\*\* thereby releasing key personnel and other staff from administrative activities. The time saved means more time in the community, enabling users to maintain a more visible and responsive presence. By enabling additional efficiencies in back-office data processing ePocketBook can bring further improvements to the responsiveness of a Police Service or other field work organisation.



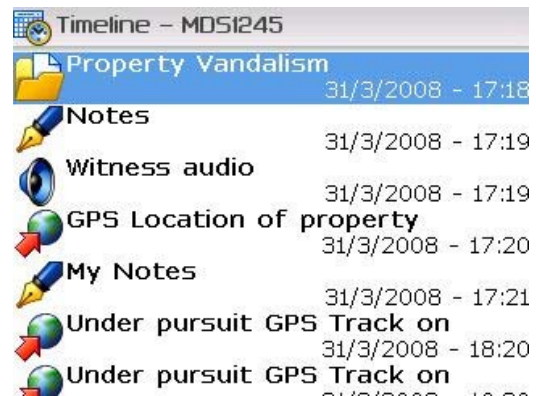
## Incident Management

Using the ePocketBook incident management system, users can pick up assigned incidents or create new ones wirelessly from the field\*\*. Entries are date and time stamped and held on a timeline for review on the BlackBerry smartphone, as well as being instantly and securely synchronized with the ePocketBook server behind the firewall. GPS enables the solution to log the user's location data against entries for later verification, if required\*.

No dispatch system? Don't worry, incidents can be dispatched as normal calendar entries and imported into the Incident Management system on the device.

## GPS Tracking Option

BlackBerry application integration means that you can capture multimedia information about events even if you don't have a back-office work order system to integrate with. The multimedia application also means that police officers can, for example, easily photograph non compliances or vehicle position and road markings accurately and these can then be transmitted electronically together with the officer's notes, automatically annotated with date and time, as well as GPS location information\*. Inevitably this leads to faster and more efficient incident management which, in turn, enables expensive resources to be used more effectively and deliver improvements to the quality of service.



In addition, mobile data access provides supervisors with valuable management information. For example, they can view and print out an audit trail of all mobile patrol activity and track incidents (i.e. current, resolved and those that need to be allocated).

## ePocketBook Benefits

Compared with using traditional notepads, users working with ePocketBook enabled BlackBerry smartphones are less likely to base after gathering information.

Other benefits include:

- Process improvement through reduced duplication of effort
- Reduced administration time for operational police officers
- Increased speed of updating back office systems
- Increased police effectiveness and visibility
- Intelligence sharing and capture.

\* Where the device supports these features

\*\* Requires integration with your work-order system.

## For more information:

For further details about how you can benefit from an Interchange ePocketBook solution, or to arrange a trial, please contact Ken Hodgson or Andrew Moore on 08700 716400 or email [info@interchangegroup.com](mailto:info@interchangegroup.com)

# Interchange Group Services and Product Portfolio

## Remote and Mobile Worker Solutions

- Mobile Voice and Data solutions (e.g. BlackBerry and Pocket PC)
- Sales / Field Worker Mobility Solutions
- Mobile Engineer / Field Worker Portals
- Mobile Requirements Analysis, Solution Design & Development
- Mobile / Wireless Devices
- Laptop Connectivity
- Standard Application Evaluation & Selection
- Bespoke Application Development
- Mobile / Wireless Devices including portable Bluetooth scanners and printers
- Digital Pen & Handwriting Recognition Solutions
- Installation, Implementation and Configuration
- Device and Infrastructure Selection and Supply

## BlackBerry™ Services

- Sourcing, testing, installation, and support of 3rd party applications and products e.g.:
  - Mobile email and PIM
  - Flowfinity Mobile Data Collection
  - Vetro On-Demand Sales and Service Applications
  - GroupWise for Blackberry Integration
  - Rove Remote System Administration
- Bes Installation and Configuration
- High Availability Solutions and Services

## Infrastructure Solutions

- IP and Telecoms Network Infrastructure Design and Commissioning (VoIP)
- Voice Network Installation and Configuration
- Virtual Private Network (VPN) installation
- Firewall implementation
- Business Systems Remote Access
- Connectivity Advice
- Hardware Selection / Provisioning
- Wireless Networking (WiFi)
- Installation and Configuration

## Corporate Solutions

- Remote Worker Applications
- Hosted & Enterprise Customer Service and CRM
- Helpdesk
- Corporate Information, Content Management, and Collaboration
- Staff and Customer Self Service Portals
- High Availability Solutions
- Implementation Consultancy

## Technical Consultancy

- IP and Telecoms Network Infrastructure
- Mobile Solution Design & Evaluation
- Mobilisation of Existing Applications
- RIM BlackBerry development including MDS Studio, native J2ME and Flowfinity Development Tools
- Requirements Analysis and Needs Audits
- Hardware selection / provisioning
- Data and Network Security
- Ongoing Support
- System Implementation
- User Training

## Application / Systems Integration

- Real time Data Interfacing
- Data Interface Design and Implementation
- Data Warehousing
- Data Visualisation
- Enterprise Application Integration & Messaging
- ASP / Java / COM / EDI / ODBC skills
- Custom Integration

## Business Consulting

- Strategy Consulting
- Business Process Improvement
- Needs, Requirements and Benefits Analysis
- Benefits Driven Change Management
- Project Management

## Network Infrastructure

- Network Strategy and Design
- Network monitoring & optimisation
- Cabling and Installation
- Network performance optimisation

## Security

- Data, VoIP and Network Security
- SSL Implementation
- VPN Security Installation, Configuration and Management
- Firewall Implementation

## Managed Services and Outsourcing

- Outsourced Helpdesk / Call Centres
- Hardware and Applications Hosting
- Website / Portal Hosting
- Third Party Software Support
- Hardware Repair & Warranty Services
- End-to-End Warranty Management
- On-site Technical Support
- IT Administration
- Contingency Planning and Recovery
- Asset Recovery and WEEE Compliance
- Remote or on-site system management and support
- Repair of mobile phones and PDAs.
- Field Engineering and Technical Services
- IT and BES Administration
- Contingency Planning and Recovery
- High Availability BES implementation



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