

Nassau County Police Department

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Customer Profile:

Nassau County Police Department based in Long Island

Key Statistic:

One million 9-1-1 calls and radio communications every year

Business Need:

**Latest technology with limited budget
Additional on-line storage
Reduced time for retrievals**

NICE Solution:

- **Wordnet Series II**
- **Total recording**
- **128 recording channels**

Business Benefits:

- **Affordable system using existing components**
- **Space saving system in a single box**
- **Enhanced storage and retrieval capabilities**

Backward-compatible’ hardware lets department upgrade with minimal new outlays

Like many public safety organizations, the Nassau County Police Department faces an ongoing challenge: keeping up with rapidly advancing communications and computer technology while living under tight budget constraints.

At least in one area, communications recording, the department’s been able to meet that challenge quite comfortably – thanks in large part to forward-looking engineering strategies at NICE Systems, Inc., the department’s recording systems vendor.

The story began in 1996, when the department purchased an early version of the Wordnet Series 1 digital recording. The system included 128 recording channels and a variety of peripheral equipment designed to record and store the one million 9-1-1 calls and radio communications that occur every year in the department. The system also included hardware and software for retrieving and playing back recordings as needed.

A decision: replace or upgrade?

Though the Wordnet® system has performed satisfactorily since then, the decision was made last year to replace or upgrade the system.

The problem, as with virtually all such products, many of the outsourced components of the system – the Intel 486 processor and the hard drive for storage, for example – are no longer being produced, and component vendors are not able to continue to offer product support. “Since the Wordnet Series II was already in production, we had to choose between upgrading our current equipment or acquiring a new system,” said Lt. Ed Truglio, telecommunications and 911 systems manager for the department.

The NICE team made the decision an easy one. Because many of the components of the original system had been designed to be compatible with future systems, like the Wordnet Series 2 to which the department upgraded, most of the original hardware – particularly the recorder’s costly channel cards – was able to be incorporated into the new system. In fact, some 87 percent of the cost of the original system was brought forward in the upgrade.

“It was a huge savings for us and a fiscal life-saver,” said Lt. Truglio. “Because of budget considerations, if we’d had to scrap the whole system and request proposals for all-new recorders, the request would never have been approved.”

In addition to the cost savings, Nassau County will benefit from the Wordnet Series 2’s advanced features, including a greatly expanded hard drive for online recording storage and improved retrieval speed and capabilities. In addition, the new system saves valuable office space since it’s housed in a single recorder frame instead of the two frames that contained the original system