

CASE STUDY:

Stadtpolizei St. Gallen

CUSTOMER PROFILE: Police Force

INDUSTRY: Law Enforcement

LOCATION: Switzerland

BUSINESS NEED: To replace an ageing tape-based call recording solution with the latest technology integrated seamlessly into its existing infrastructure, to efficiently capture and store voice and data from 140,000 inbound calls from citizens each year.

SOLUTION: Scenario Replay™

RESULTS: Scenario Replay™ delivers quick and efficient disclosure of evidence.

Fast search, retrieval and replay of calls

Ability to capture valuable caller information alongside the voice call

Considerable timesavings through improved efficiency

On NICE Perform:

“Before, a citizen might have phoned us and said ‘I called between 2pm and 4pm.’ It might have taken us 2 or 3 hours to locate the recording. Now it’s very fast. We can search by the location or the name of the person who called, or by the incident number.”

Urs Schürpf. IT Manager for the Stadtpolizei St. Gallen

ABOUT Stadtpolizei St. Gallen

The Swiss city of St. Gallen is home to approximately 70,000 citizens. Ensuring security, law and order within the boundaries of this 2,026 kilometre city is the job of the Stadtpolizei St. Gallen police.

With a contingent of 210 police officers and administrative personnel, the department operates a 24-hour command and control centre, manned by 17 dispatchers. The centre is the first point of contact for St. Gallen residents who dial 1-1-7 (the emergency number for police). It receives 140,000 calls each year, including a large number of non-emergency calls, as well as some fire and ambulance calls. “In Switzerland we have separate numbers for fire and ambulance,” explains IT Manager for the Stadtpolizei St. Gallen, Urs Schürpf. “But sometimes people get confused and they’ll dial 1-1-7. We escalate and transfer those calls to the appropriate agency.”

THE CHALLENGE

As part of an overhaul of the command and control centre, St. Gallen set out to acquire a new recording system to replace its old tape-based call recording system. “We had difficulty obtaining spare parts and the system was limited in its capabilities,” comments Schürpf. He outlines the specific requirements that would be expected of the new system. “First and foremost, we needed something that would integrate seamlessly into our environment. That was a really big point for us. We wanted to take advantage of the infrastructure we had in place.”

This infrastructure included a storage area network (SAN) with Sun Solaris servers to cope with the city’s mass storage requirements. St. Gallen wanted to leverage this mechanism for the centre’s voice and data recordings.

THE SOLUTION

After consulting with NICE Systems’ St. Gallen discovered that leveraging the Sun Solaris servers was the tip of the iceberg in terms of NICE’s ability to integrate into its IT infrastructure. NICE was able to deliver a solution that not only recorded voice, but also worked with the centres main command and control system (Rola Security Systems’ AG PELIX server) to capture data in addition to the calls. This highly valuable data included the caller’s ANI (phone number), ALI (location), name, the time and date of the call, as well as an incident number (business case number) generated by the Rola PELIX system.

Using NICE Systems, St. Gallen is able to efficiently capture the huge number of inbound calls and associated dispatch and radio communications, saving everything in duplicate on the SAN and on Line-Tape-Open (LTO) technology. “It allows us to back up our recordings and keep them for a longer period of time,” adds Schürpf.

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THE BENEFITS

The NICE solution, has already delivered benefits to St. Gallen. "With our old system, it was very difficult to find specific recordings," explains Schürpf. "Before, a citizen might have phoned us and said 'I called between 2pm and 4pm.' It might have taken us 2 or 3 hours to locate the recording. Now it's very fast. We can search by the location or the name of the person who called, or by the incident number."

The robust search capabilities coupled with vast on-line storage of the NICE solution (the command and control centre now keeps up to 2 year's of calls on-line) have saved St. Gallen an enormous amount of time. "Before, if we wanted to research and replay recordings, we'd have to go to the server room and load tapes into our old machine," adds Schürpf. "Now it's very easy. I can sit in my office and access recordings over the network."

Moreover, capturing data from the Rola PELIX gives St. Gallen insight that it didn't have before. Schürpf or any of his colleagues can recreate an entire incident from their centre's captured voice communications simply by typing in an incident number and using Scenario Replay™, NICE's multi-channel search and replay software application, to reconstruct and replay the phone and radio calls associated with the incident. Schürpf explains how Scenario Replay™ can be used for quick and efficient disclosure of evidence, "With our old system, we had to re-record using a standard tape recorder. Now we can make a .wav file of the complete incident, save it on to a CD or load it on to a laptop, and bring it to court."

Looking to the future St. Gallen will soon be able to glean information that it can use to improve its operations with the addition of a reporting package from NICE. "Reporting was always a problem," said Schürpf. "Now we'll have a powerful tool to report on the calls we're taking, the number of calls we handle from specific geographic areas, and so on."

NICE is also working with St. Gallen and Rola Security Solutions to further enhance the capabilities of St. Gallen's integrated recording solution to capture messaging data. If an emergency arises that requires a blanket response by police, the Stadtpolizei command centre will page all of the units in the field to alert them.

The pager messages come through the PELIX server as text data and as such can be captured by the NICE solution. Recording this information will add another dimension to make St. Gallen's scenario reconstruction even more accurate and complete.

About NICE Systems

NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions™, offering comprehensive performance management and interaction analytics solutions for the enterprise and public safety and security markets. Advanced interaction analytics are performed on unstructured multimedia content – from telephony, web, radio and video communications. NICE brings the power of Insight from Interactions to IP contact centers, branches, and command and control centers. NICE's solutions are changing the way organizations make decisions, enabling them to proactively improve business and operational performance and address security threats. NICE has over 24,000 customers in 100 countries, including over 75 of the Fortune 100 companies. More information is available at www.nice.com.