

CASE STUDY:

Douglas County



CUSTOMER PROFILE:

Customer: Douglas County Sheriff's Office, (Castle Rock, Colorado)

Solutions: NiceLog® Capture Platform and NICE Inform™ Multimedia Incident Information Management Solution

Results: Improved business continuity, time savings, enhanced interoperability



We saw NICE as the solution to a level of business continuity that we didn't have before.



Mike Coleman, Bureau Chief, Administrative Services Bureau, Douglas County

SITUATION / BACKGROUND

Covering 844 square miles, Douglas County (Colorado) is one of the fastest growing areas in Colorado. The Douglas County Sheriff's Office's wide-ranging oversight encompasses law enforcement, investigative and detention functions for the County and dispatching for eight fire departments. Together, the three primary (PSAPs) Public Safety Answering Points for the County (Douglas County Sheriff's Office, Castle Rock Police and Parker Police) handle more than 600,000 citizen calls each year. So it's no surprise that the County needed a fail-safe solution to capture these interactions. When the County's incumbent recording system failed to measure up, Mike Coleman, Bureau Chief for the Administrative Services Bureau of Douglas County, had to act fast.

"We'd had consistent catastrophic failures with our incumbent recording system and as a result we were losing recordings," Coleman lamented. "When we began to have failures we saw NICE as the solution to a level of business continuity that we didn't have before."

THE SOLUTION

The County purchased a geographically redundant NiceLog interaction capture solution capable of being networked across the County's three primary PSAP sites. With an eye toward the future, Douglas County also invested in NICE Inform which captures the full-spectrum of multimedia information (voice, text, photos, video, etc.) for authentic incident reconstruction. Efficient, secure management of multimedia incident information is also made possible through NICE Inform's electronic incident folders that allow PSAPs to securely capture, organize and share multimedia incident information.

THE RESULT

Business continuity was paramount to Douglas County so NICE provided a networked NiceLog solution to capture interactions locally at each of the three County PSAPs and then also automatically transfer recordings

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over the County's wide area network to redundantly store them at a centralized backup site. On this feature Coleman raved: "NICE is giving us a level of business continuity that we didn't have before."

But Douglas County's NICE solution is providing other benefits too. For instance, organizing multimedia incident reconstructions into incident folders is saving time and eliminating duplicate work for Douglas County's dispatchers, some of whom also double as records custodians. Dispatcher Melissa Dorscheid explained: "If we have a police chase we might need to pull the incident reconstruction for the shift supervisor right away. Later on, Internal Affairs or the DA might want a copy. Then at some point we might also want to use it for training," she said. With the old system, Dorscheid would have to go back and recreate the incident each time a request came in. Now she just does it once and she's done. Using NICE Inform, she looks up an incident folder by its incident or case number, retrieves it, and simply copies its multimedia contents onto another CD.

Many of the requests for reproductions that come into Douglas County are from the DA's (District Attorney's) office for offenses such as DUIs (Driving under the Influence) and domestic violence. The Douglas County Sheriff's Office also routinely receives requests from other County agencies. Douglas County Dispatcher Jim Langdon reports that NICE Inform is making a positive impact there too, citing that reproduction requests can be completed in half the time.



"We dispatch for a number of fire departments in the County and a lot of the times they'll ask for an incident CD to use for training," he said. "The biggest benefit we've seen is time savings."

Occasionally, the Sheriff's Office also needs to coordinate with other Douglas County agencies, either in handling of real-time incidents or for post incident investigations. Using NICE Inform, the agencies can grant each other access to review and/or add multimedia content to incident folders, facilitating inter-agency collaboration. "If we have a large scale incident, we might each have recordings that are going to be pertinent to each other's cases and incident reviews," Coleman noted. "Instead of going through a cumbersome process of tape requests and shuttling tapes and CDs from location to location, we'll be able to coordinate better in real-time and on-line. We're positioning ourselves to be able to share not only audio but ultimately video too," he added.

In a rapidly changing public safety landscape, Coleman sees the County's investment in NICE's multimedia-capable solutions today as a sound investment in the County's future as well. "It's not going to be the traditional 9-1-1 as we know it in the next 5 to 10 years," he reflected. "We're going to have text messages, audio, video, data coming back from cars and buildings that we never had before. We see where NICE technology is going to deliver for us as we prepare ourselves for the future. It's going to enable us to look at what happened in a way that we couldn't before, and then very efficiently package this information so we can do a better job of serving the public."

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About NICE Systems

NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions™ solutions and value-added services, powered by advanced analytics of unstructured multimedia content – from telephony, web, radio and video communications. NICE's solutions address the needs of the enterprise and security markets, enabling organizations to operate in an insightful and proactive manner, and take immediate action to improve business and operational performance and ensure safety and security. NICE has over 24,000 customers in 100 countries, including over 85 of the Fortune 100 companies.