



## Active Information for a **Tactical Edge**

### Keep Your Force Informed and Your Information Secure

Tighter budgets, evolving threats to public safety and collaboration with nearby jurisdictions and a host of state, county and federal agencies are just a few of the challenges of high-performance policing that require secure, effective management of information in the form of paper, electronic documents, e-mail and digital media. Laserfiche® enterprise content management solutions help you meet these demands by getting the right information to the right people, while protecting it from unauthorized access and distribution.

### Learn More Inside

- ▶ Manage and distribute case knowledge.
- ▶ Share intelligence for a rapid response.
- ▶ Restrict access based on who has a right to know.
- ▶ Deploy quickly and simplify support.
- ▶ Encourage fast staff acceptance.

# Arm Your Department with Actionable Intelligence

From the challenges of interoperability to greater public accountability, managing law enforcement records is a complex business. Yet public service depends on quickly getting information to the field while preventing unauthorized access to case documents. Laserfiche enterprise content management solutions help law enforcement agencies meet these challenges by capturing and managing lab reports, evidence photos and other relevant case records.

## Challenges

- ▶ Preventing the unauthorized viewing and release of confidential records.
- ▶ Compliance with separate retention periods for juvenile, misdemeanor and felony records.
- ▶ Staff hours spent on repetitive data entry tasks, indexing, photocopying and manual searches for records in off-site storage facilities.
- ▶ Lost or misfiled case documents and records.
- ▶ Officers having to wait for records to support their investigations and court appearances.
- ▶ Delays in information access for officers responding to emergencies.

Laserfiche solutions integrate seamlessly with existing infrastructure, allowing authorized personnel to pull case files directly through RMS. Officers view case files from the field and submit incident reports using wireless devices. When appropriate, departments use Web publishing tools to improve public service while administrators maintain complete control over which files are accessible.

## The Laserfiche Advantage

- ▶ Preserve document integrity and control access rights.
- ▶ Streamline compliance with multiple retention periods for different types of records.
- ▶ Free staff from repetitive tasks and allow them to retrieve documents and records instantly from their desks.
- ▶ Automatically file and index documents and records as soon as they are scanned.
- ▶ Put more officers on the streets armed with complete information.
- ▶ Improve emergency response times by delivering accurate, timely information to first responders.





## COMMAND

- ▶ Get more value out of tax dollars and put more officers on the street.
- ▶ Reduce the cost of maintaining paper records.
- ▶ Deliver word-level control over access to sensitive information.
- ▶ Maintain information integrity while providing complete information to keep officers safe and prepared.



## OFFICERS/ INVESTIGATORS/ DETECTIVES

- ▶ Spend less time doing paperwork and more time on the street.
- ▶ Use integrated mobile solutions to access information from the RMS.
- ▶ Conduct investigations and prepare for court appearances without waiting for records.



## CRIME ANALYSTS

- ▶ Use intelligent search capabilities to pull reports on past incidents and quickly support investigations.
- ▶ Combine search types for precision access to case files.
- ▶ Integrate ECM with GIS to pull up relevant case documents based on geographic attributes.

# LASERFICHE SERVING LAW ENFORCEMENT



## RECORDS DIVISON

- ▶ Enable consistent application of retention and destruction procedures for multiple types of records.
- ▶ Generate reports easily with specialized records management searches.
- ▶ Automatically capture data from CAD and generate case folders.
- ▶ Fulfill records requests without trips to the records room.
- ▶ Streamline approval processes by automatically routing reports to detectives, supervisors and command for multiple signoffs.



## INFORMATION SYSTEMS

- ▶ Integrate ECM seamlessly with RMS, CAD, GIS and more.
- ▶ Ensure future accessibility with non-proprietary TIFF group IV image format.
- ▶ Scale easily to fit your department's records throughput and number of users.
- ▶ Maintain constant vigilance over information and enable thorough system reporting.

# Operational Benefits for Law Enforcement

## Manage and Distribute Case Knowledge

Laserfiche solutions store and manage case files—paper, electronic documents, photographs and e-mail—regardless of media or location. Capture tools index paper and electronic documents, and a variety of search options help users find case records easily.

Laserfiche frees up staff time consumed by providing records for officers' investigations and court appearances, subpoenas, FOIA and other public information acts. Records staff process requests from their desktops, eliminating unnecessary trips to the records room.

- ▶ Find documents and records easily with index, full-text and fuzzy search capabilities.
- ▶ Retrieve digital audio, video and other non-text-based documents and records with customizable metadata searches.
- ▶ Automate the routing and approval of case documents.
- ▶ Put more intelligence in officers' hands without pulling them off the street to wait for records.
- ▶ Fulfill records requests 24-7.

## Share Intelligence for a Rapid Response

Sharing intelligence is critical for coordinating a multiagency response to a major disaster. Responding effectively to traffic accidents, severe weather conditions and other everyday incidents also poses communication challenges.

Laserfiche provides tools for distributing information and ensuring interoperability with other departments and agencies.

- ▶ Use the WebLink Public Portal to securely distribute information to other agencies while limiting access to confidential records.
- ▶ Share access to the Laserfiche document repository through the RMS.
- ▶ Deliver building plans, HAZMAT reports and other intelligence to first responders via GIS integration.
- ▶ Accelerate integration with other mission-critical applications through support for Microsoft® SQL Server and Oracle® database platforms.



## Restrict Access Based on Who Has a Right to Know

To protect the integrity of criminal investigations, departments must control access to police reports and evidentiary records. Departments must also consider local, state and federal regulations that determine the conditions under which case records can be released.

Laserfiche comprehensive security safeguards your digital archive against unauthorized release, theft and tampering. Laserfiche facilitates records access for authorized users who need to view information stored in case files.

- ▶ Command determines who has access rights. An audit trail monitors user activity, including viewing and printing.
- ▶ Users can be required to submit reasons for printing documents.
- ▶ Watermarks enhance security by identifying the times, dates and reasons case documents are printed, along with the personnel responsible for printing them.
- ▶ Redaction allows records to be released in keeping with guidelines while preserving confidential information.

## Cost-Effectively Deploy Enterprise-Wide

Laserfiche solutions are designed to deploy in days to achieve a rapid return on your investment, and offer the flexibility to design the ideal solution for your organization's processes.

Law enforcement agencies with multiple field offices will appreciate the flexibility of Laserfiche Rio®, a turnkey solution designed to meet enterprise requirements. The Laserfiche Rio system includes:

- ▶ Enterprise content management with integrated DoD 5015.2-certified records management functionality.
- ▶ Windows® and Web-based interfaces.
- ▶ Integrated business process management with an intuitive, graphical interface for testing, modifying and supporting workflow activities.
- ▶ Audit trail surveillance of user actions.
- ▶ High-volume document capture and processing.
- ▶ Unlimited servers to support multiple configurations, including satellite offices, server clustering, failover and testing environments, and separate servers for data segregation.

Named-user licensing simplifies purchasing—just count the number of users you'll need—while volume discounts make enterprise content management affordable.

## Simplify Administration

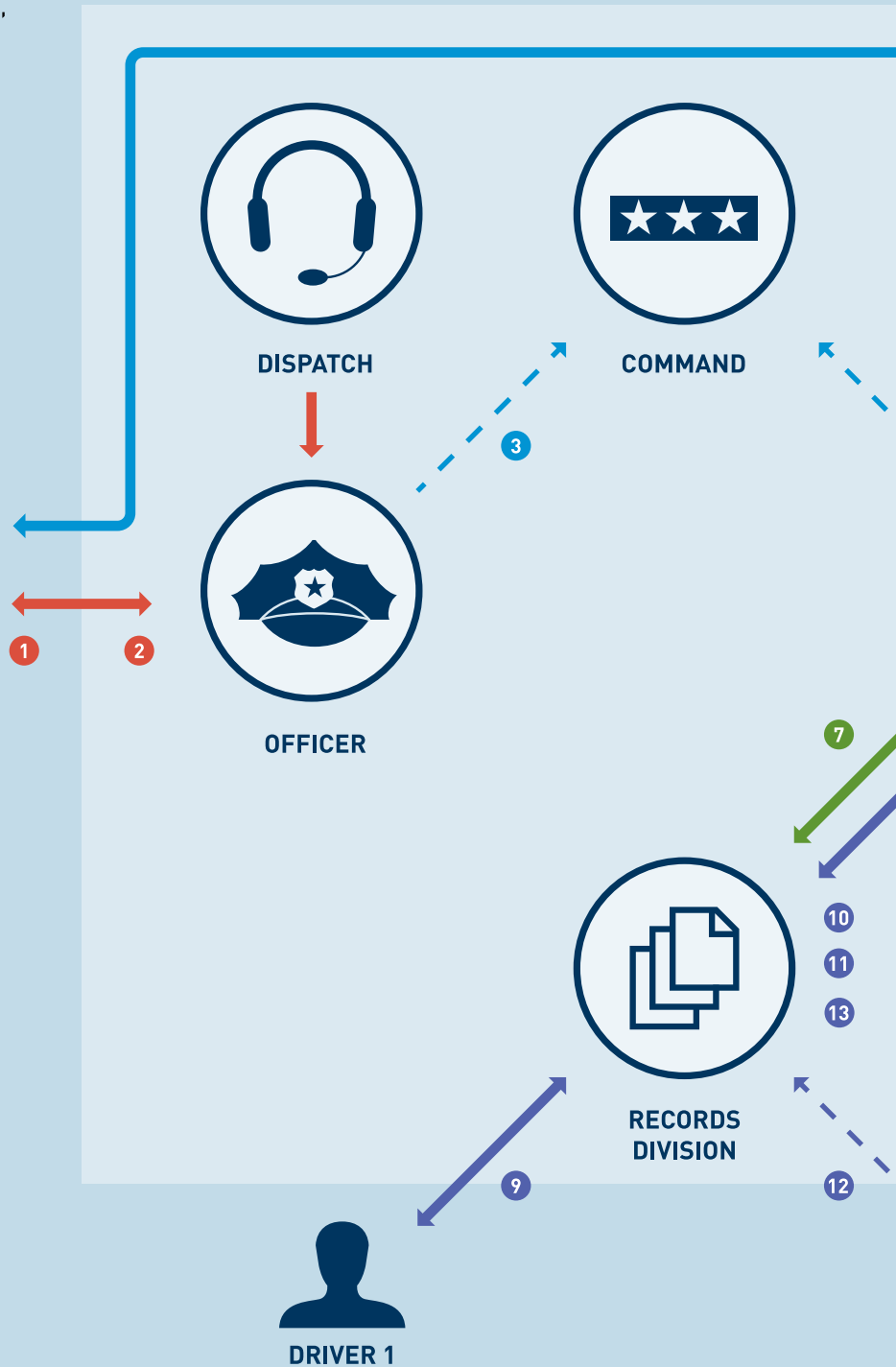
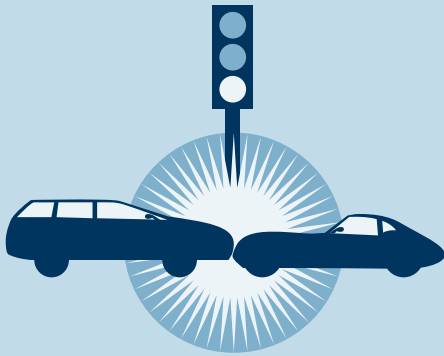
Laserfiche systems use Microsoft®-standard administration tools almost exclusively, including MMC snap-ins, WMI compatibility and Windows-integrated error logging and tracing, ensuring that our software complies with standards that make it widely interoperable, extensible and easy to administer.

- ▶ Manage all the components of a Laserfiche repository—fields, templates, users, groups and volumes, among others—through an easy-to-use graphical interface.
- ▶ Balance workflow load and volume distribution across servers to ensure peak availability.
- ▶ Support both Microsoft and Oracle® database platforms to maximize the value of your current IT investments.
- ▶ Speed integration with pre-built, customized modules, including integrations, configurations, plug-ins and Web tools, from the Laserfiche Marketplace™.

# Distribute Information to Streamline Day-to-Day Operations

## INCIDENT

- 1 A traffic accident occurs, and officers are dispatched to the scene. Laserfiche has already generated a case folder from CAD, showing all relevant indexing information for fast retrieval.
- 2 The officers return to the station, where they scan their accident report into the automatically created folder structure and upload audio and video files.



## INITIAL INVESTIGATION

- 3 The officers submit the accident report to command using Laserfiche Workflow™. Command changes the report's index field values to indicate its approval.
- 4 Command dispatches a detective to the scene for a follow-up investigation. Using a secure Laserfiche WebLink™ connection, the detective views a copy of the report. He then times the signal and observes traffic flow.
- 5 The detective returns to his office and submits a supplementary report to command for approval using Laserfiche Workflow.



## SUPPLEMENTAL INVESTIGATION

- 6 A witness comes to the station with additional information.
- 7 Using Laserfiche search, the records clerk finds the case folder with Laserfiche search and calls the detective to the front desk. The detective submits another supplementary report. Command approves the report and closes the case.
- 8 An analyst adds data from the accident to a GIS map and codes the intersection to show the high number of incidents. Later a report can be pulled up through Laserfiche.

## RECORDS REQUEST

- 9 A few days later, one of the drivers requests a copy of the accident report.
- 10 The records clerk requests permission from the detective assigned to the case and adds a scanned copy of the request to the case folder.
- 11 The detective approves the release, and the clerk prints the accident report. The printed copy has a watermark showing the time, date and reason it was printed. The request for release and approval documents are scanned into Laserfiche.
- 12 The second driver retrieves a copy of the accident report from a secure Web portal built by integrating Laserfiche WebLink with an e-commerce package.
- 13 Administrators can run audit reports at any time, showing exactly who has accessed the system and why.

# About Laserfiche

Since 1987, Laserfiche® has used its Run Smarter® philosophy to create simple and elegant enterprise content management (ECM) solutions. More than 32,000 organizations worldwide—including numerous federal, state and local government agencies and departments—use Laserfiche software to streamline document, records and business process management.

The Laserfiche ECM system is designed to give organizations central control over their information infrastructure, including standards, security and auditing, while still offering business units the flexibility to react quickly to changing conditions. The Laserfiche product suite—built on top of Microsoft® technologies to leverage your existing technology investments—deploys rapidly, enhances efficiency and integrates seamlessly with the applications employees use every day.

## Your Next Step



**Get industry perspectives**  
[laserfiche.com/le](http://laserfiche.com/le)



**Arrange a demonstration**  
(800) 985-8533



**Learn more**  
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Long Beach, CA 90807

## Laserfiche Product Suite

The Laserfiche system is designed to be straightforward to purchase, deploy, extend, administer and support. Laserfiche solutions deploy quickly and easily scale to accommodate both an increasing number of users and high-volume repository growth.

### Laserfiche Rio®

[laserfiche.com/rio](http://laserfiche.com/rio)

- Enterprise content management
- Document imaging
- DoD 5015.2-certified records management
- Business process management
- Complete auditing and security controls
- Production-level document capture and processing
- Unlimited Laserfiche servers to support backups, failover clusters and testing environments

### Laserfiche Avante®

[laserfiche.com/avante](http://laserfiche.com/avante)

- Document management
- Business process management
- Optional Web client and Audit Trail tracking
- Optional DoD 5015.2-certified records management

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