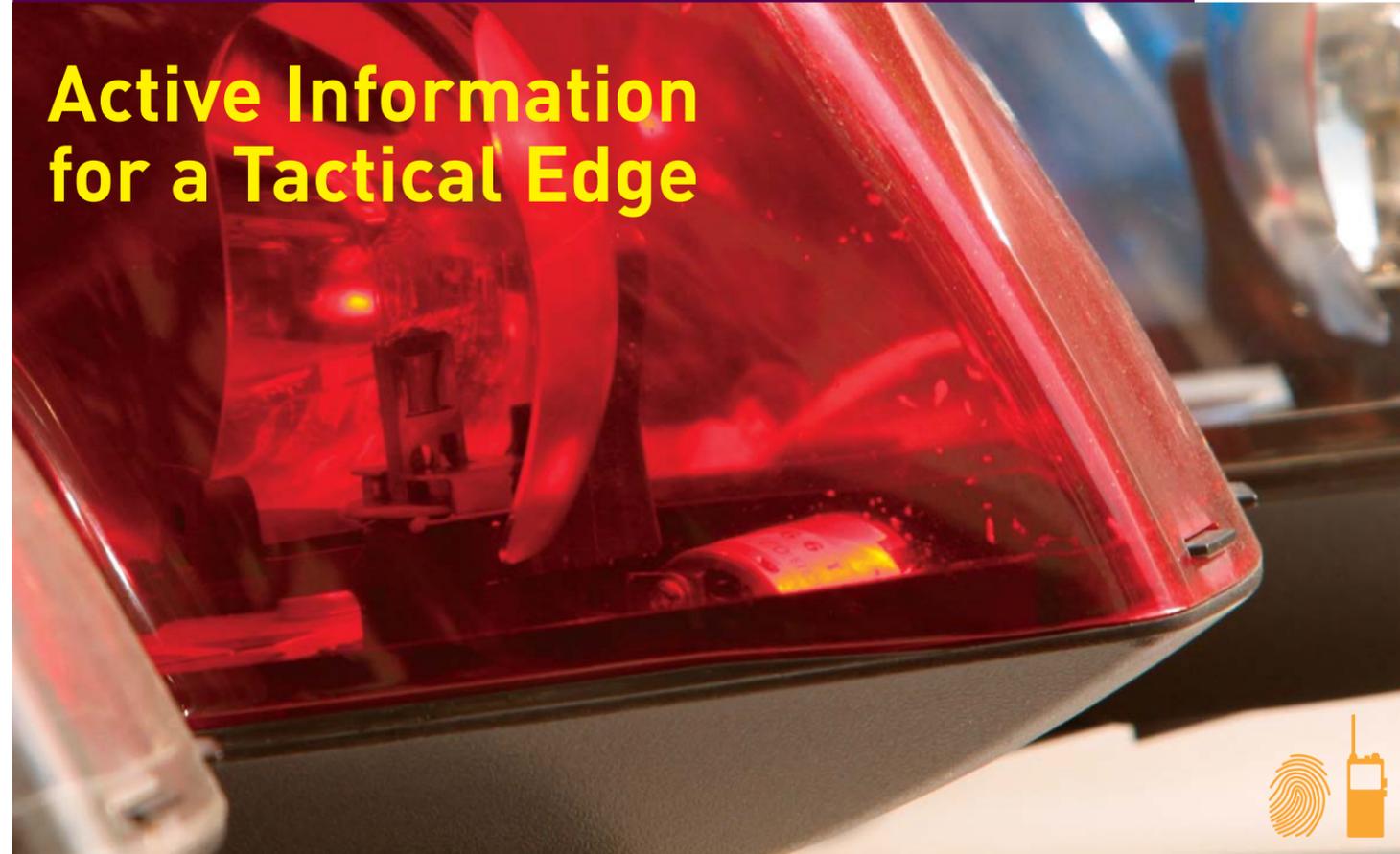


# Active Information for a Tactical Edge



## Keep Your Force Informed and Your Information Secure

Tighter budgets, evolving threats to public safety, collaboration with nearby jurisdictions and a host of state, county and federal agencies. The challenges of high-performance policing require secure, effective management of proliferating information in the form of paper, electronic documents, e-mail and digital media. Laserfiche® document 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 complex business.

Yet public service depends on quickly getting information to the field, while preventing unauthorized access to case documents.

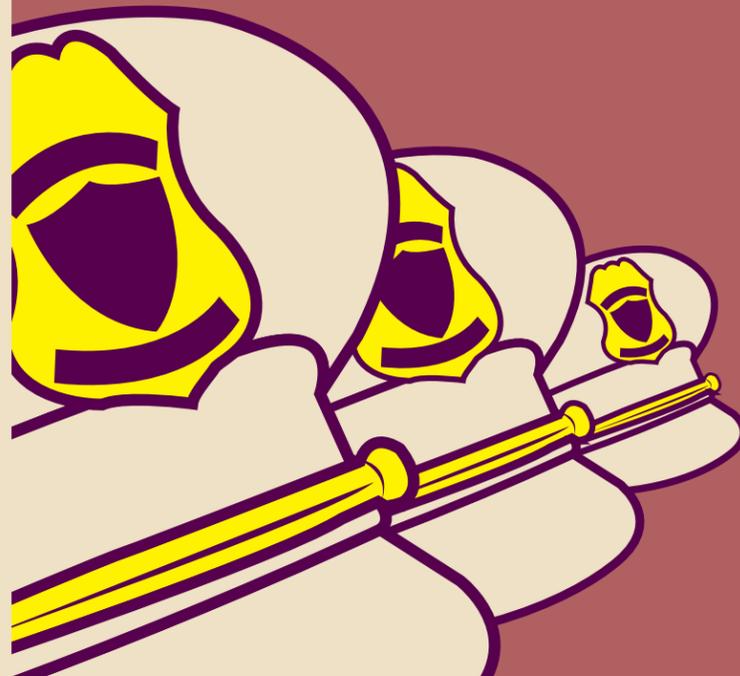
Laserfiche® document management solutions help law enforcement agencies meet these challenges by capturing and managing lab reports, evidence photos and other relevant case records. Complementing RMS, Laserfiche protects case reports and ensures rapid access in ways that would be impossible using paper-based information.

Once documents have been captured in the Laserfiche repository, comprehensive security ensures rigorous control—including redactions of individual words—over who has access to information. Search and indexing capabilities help authorized users find case records faster, based on whatever information they have on hand.

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.

“Our Laserfiche document management system was working so well for City Hall we decided to try it in the Police Department. It took half an hour to get Laserfiche working with the law enforcement CAD/RMS system.”

Steve Senkle, Information Systems Manager,  
City of Claremont, California



## 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.

## 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.

## Laserfiche Serving Law Enforcement

### Command

Laserfiche solutions help departments get more value out of tax dollars and put more officers on the streets. Laserfiche reduces the costs of maintaining paper records, while delivering word-level control over access to sensitive information. Documents are stored as unalterable images to maintain information integrity. Laserfiche provides complete information to keep officers safe and prepared.

### Information Systems

Laserfiche solutions are built upon an open architecture that works seamlessly with RMS, CAD and GIS. The non-proprietary TIFF Group IV image format ensures future accessibility. A secure, Web-based thin client delivers information to authorized users while conserving IT resources. Laserfiche scales easily to fit your department's records throughput and number of users. An audit trail maintains constant vigilance over the digital archive and enables thorough system reporting.

### Crime Analysts

Crime analysts use Laserfiche intelligent search capabilities to pull reports on past incidents and quickly support investigations. Analysts combine search types for precision access to case files, and fuzzy search capabilities compensate for misspellings and incomplete information. GIS integrations pull up relevant case documents based on geographic attributes.

### Officers/Investigators/Detectives

Laserfiche allows officers to spend less time doing paperwork and more time on the street. Using laptops, officers can access the Laserfiche repository from the RMS and retrieve case files that would be inaccessible as hard copies. They share internal information effectively, conduct investigations and prepare for court appearances without having to wait for records.

### Records Managers

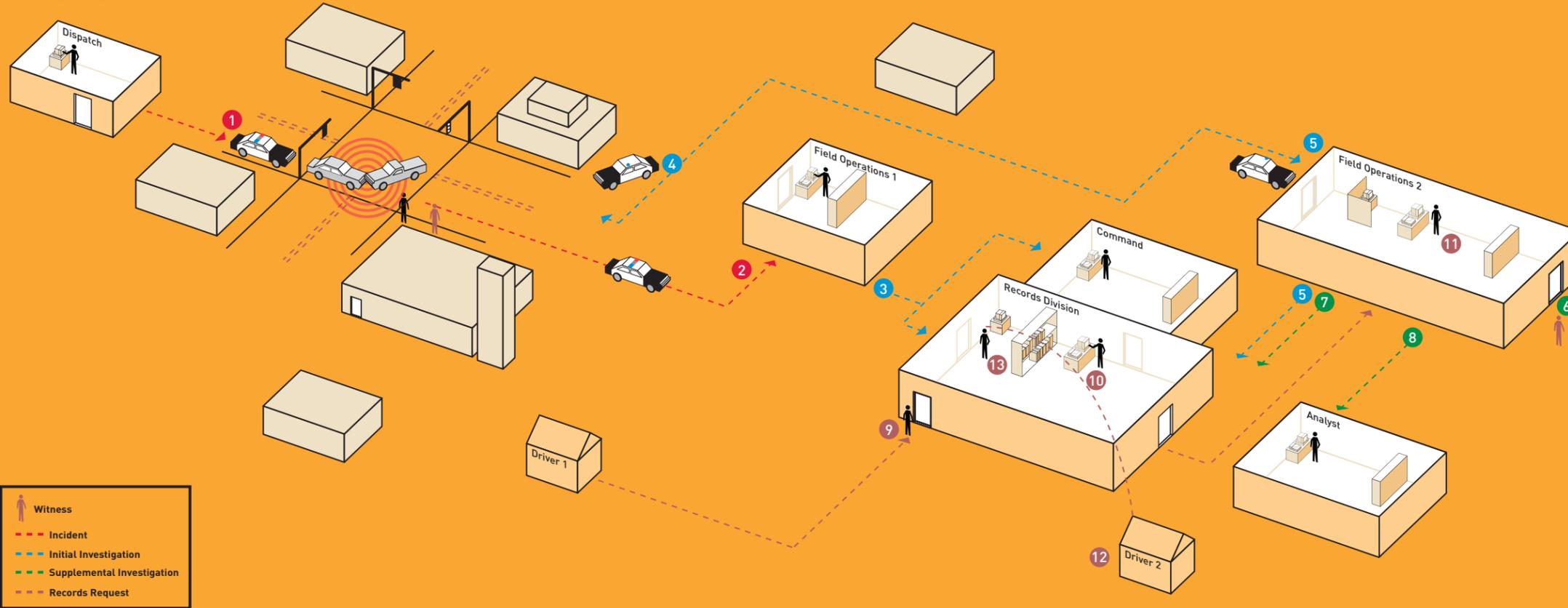
The Laserfiche DoD-5015.2-STD-certified Records Management Edition™ enables consistent application of retention and destruction procedures for multiple types of records, including the option to maintain evidence of expungement. Specialized records management searches enable easy report generation, and watermarking shows who has printed a case document and why.

Laserfiche solutions can be integrated to automatically capture data from CAD and generate case folders. Staff fulfill records requests from their desks instead of making trips to the records room. Laserfiche Workflow Suite™ streamlines approval processes by routing reports to detectives, supervisors and command for multiple sign-offs.



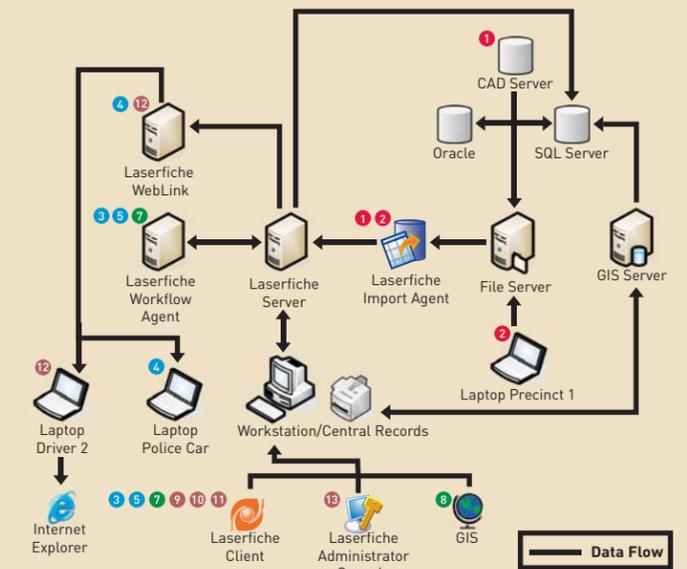
# Distribute Information to Streamline Day-to-Day Operations

## Incident Workflow



## Conceptual Architecture

Laserfiche solutions are engineered for rapid deployment, integrating seamlessly with your department's existing infrastructure. Laserfiche solutions give you the flexibility to meet your archival and retrieval needs while improving your operational efficiency.



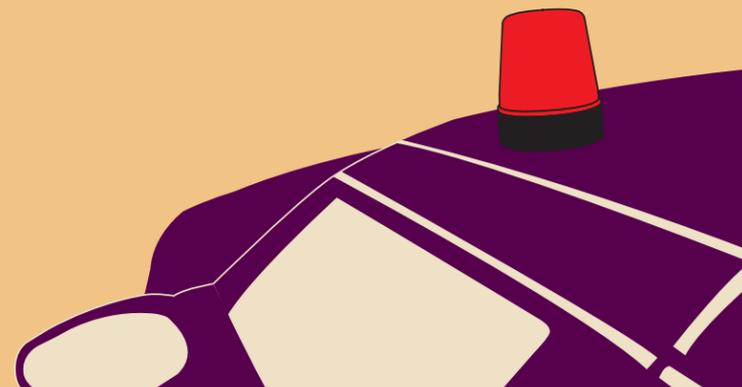
- 1 A traffic accident occurs, and officers are dispatched to the scene. Laserfiche has already generated a case folder from CAD, showing all relevant indexing information for fast retrieval.
- 2 The officers return to the station, where they scan their accident report into the automatically created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

- 6 A witness comes to the station with additional information.
- 7 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.
- 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 set up using a Laserfiche WebLink integration with an e-commerce package.
- 13 Administrators can run audit reports at any time, showing exactly who has accessed the system and why.

"Whenever a specific witness name, fact, statement, or evidentiary question was raised, the defense team would have to scour their ponderous files. The prosecution just did a search in Laserfiche from a laptop and found it immediately. It gave us rapid response to all defense questions and assertions, and left a favorable impression with the judge and jury on the professionalism of the prosecution and the Kenai Police Department."

Investigations Sergeant Chuck Kopp,  
Kenai Police Department, Alaska



# 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.
- ▶ Accelerate the routing and approval of case documents with Laserfiche Workflow.
- ▶ 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 multi-agency 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 WebLink 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 also must 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 those authorized users with a 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.

## Deploy Quickly and Simplify Support

Support for industry standards facilitates integration with current infrastructure, adding value to your existing applications. Support for Microsoft Management Console snap-in tools simplifies system administration. Laserfiche scales effortlessly from a single user to an entire department, fitting your department's budget and records volume.

- ▶ Ensure secure records destruction with the DoD-5015.2-STD-certified Records Management Edition.
- ▶ Deploy thin-client solutions to accelerate implementation and minimize software maintenance.
- ▶ Support multiple servers and databases inside a single, tightly-controlled solution.
- ▶ Simplify security administration by configuring access rights and privileges according to document types and user groups.

## Encourage Fast Staff Acceptance

One of the most common challenges of introducing a new technology is getting everyone in the department—including dispatchers, officers, investigators, records staff and command—to take full advantage of its capabilities. Laserfiche solutions offer Web-browser interfaces and a file folder structure familiar to anyone with basic PC skills. Laserfiche solutions adapt to accommodate user preferences and existing case flow procedures.

- ▶ Get users up to speed quickly with a simple visual filing method.
- ▶ Simplify operations by customizing interfaces and templates for different user groups.
- ▶ Provide staff with convenient search tools, including full-text, browsing and index information.
- ▶ Reduce keystrokes for data entry operators with automated indexing.
- ▶ Use Microsoft Office applications for easy document importing using the Send To function.



"We were especially impressed with Laserfiche because we felt its security features were superior. It also helped that Laserfiche was already being used successfully in other city departments and had a track record as a police application."

Vicki Gorny, Information Systems Coordinator,  
Stuart Police Department, Florida



# About Laserfiche

## Laserfiche Product Suite

### Laserfiche Document Management Platform

These core products help you organize, protect and retrieve information.

Laserfiche United™ and Laserfiche Team™  
Laserfiche Records Management Edition™  
Laserfiche Web Access™

### Document and Information Capture

These tools bring paper and electronic documents into your digital system.

Laserfiche Quick Fields™  
Laserfiche Import Agent™  
Laserfiche Snapshot™

### Document Distribution

Provide secure, efficient document access to users across the office and around the world.

Laserfiche WebLink™  
Laserfiche Plus™  
Laserfiche E-mail Plug-in™  
Laserfiche COLD™

### Business Process Management

Streamline document-centered processes and track activity for regulatory compliance.

Laserfiche Workflow Suite™  
Laserfiche Agenda Manager™  
Laserfiche Audit Trail™

### Integration and Customization

Tools and packaged solutions facilitate image enabling and back-end integrations.

Laserfiche Integrator's Toolkit™  
Integration Express™  
Integration Express-GIS™  
Integration Express-HTE™

### Software Assurance

Manage change and protect your investment.

Laserfiche Software Assurance Plans (LSAP™)

## About Laserfiche Solutions

A resource for over 21,000 organizations since 1987, Laserfiche creates simple and elegant document management solutions that help organizations run smarter. Dedication to customer-driven innovation has built a suite of products and services that address organization-wide business problems from executive, records management, information technology and end-user perspectives. Laserfiche manages mission-critical information in local, state and federal agencies; financial services firms; healthcare organizations; educational institutions; and other public- and private-sector organizations around the world.

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## Your Next Step

Call (800) 985-8533 to arrange a demonstration. Also e-mail [info@laserfiche.com](mailto:info@laserfiche.com) or visit [www.laserfiche.com/enforcement](http://www.laserfiche.com/enforcement) for more product details or to request your free Laserfiche demo CD.

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