

## Midwest Police Department Positions for the Future with INDICIUM Document Management

### Client Profile

*This Police Department is one of the largest and most urban law enforcement agencies in the Midwest, with an authorized strength of 379 sworn officers and 110 civilian support staff. With its bureaus of Patrol Services, Homeland Security, Administrative Services, Detective Services, and Inspectional Services, the Department serves a population of 192,000.*

### Business Challenge

The Department made the move to document imaging over a decade ago, utilizing the technology to help further their goal of a paperless law enforcement records environment. Roughly a half-million images are added to the system each year. Over time, the existing document imaging platform required more and more support, and file corruption was becoming the norm. Adding to the list of issues was the likelihood that the imaging software would be sunset by the manufacturer.



### Strategic Actions

The staff at BizTech Solutions, Inc. had long worked with the client as their trusted advisor in providing technical solutions to improve the business processes within the Police Department. Realizing that the new system needed to not only replace the current functionality and integration with their existing systems, but also provide a strategic platform for future growth, BizTech recommended the **INDICIUM** enterprise content management system. This robust product suite offers the reliability, flexibility, and expanded functionality to support future planned automation.

### Solution

As an authorized INDICIUM reseller, BizTech had implemented the product with great success in many client sites across an array of industries. It was important to the Department to minimize user re-training by initially replicating the exact functionality of the old system. This meant integrating INDICIUM with their existing applications and data sources, and transferring in excess of 4.5M images and corresponding meta data from the old imaging system. Utilizing INDICIUM's integrated Migration Connector utility, BizTech extracted the data from the old system and seamlessly imported it to the new platform. During the conversion process, any objects or data found corrupted in the old system were repaired and restored within INDICIUM.

In the new environment, **INDICIUM Capture** is used at three scan stations to bring high-quality images of the paper documents into **INDICIUM DM**. Incident reports created in MS-Word are also captured and automatically indexed in INDICIUM, with no additional effort.

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Because INDICIUM is integrated with the Department's I/LEADS system, their approximately 300 users can simply select a case in I/LEADS and click a hot button to immediately access all of the objects stored within INDICIUM for that case. System security can restrict access down to the document level, preventing unauthorized access. The ability to monitor access (and attempted access) provides a full audit reporting capability for the Department.

Via INDICIUM, the Department also provides secure and audited access to the system for county attorneys and investigators. Future plans also call for expansion of the INDICIUM system to manage images and documents for users in Patrol Headquarters, Administrative Services, the Police Academy, and the Chief's Office.

### Benefits

- Stable and reliable platform
- Enterprise-class system, expandable across departments
- Ability to integrate with existing applications to reduce keystrokes
- Security down to the object level
- Audit capability for internal and external users

### Technologies Used

INDICIUM Capture

INDICIUM DM

INDICIUM Migration Connector

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### About INDICIUM Software, Inc.

INDICIUM Software, Inc. is a leading provider of document management and workflow software products to manage documents electronically and automate business processes. Its products, INDICIUM DM and INDICIUM Flow, are distributed through a network of solution providers to clients in financial services, government, manufacturing, utilities, and other industries.

For more information, please visit [www.indiciumsoftware.com](http://www.indiciumsoftware.com) or contact your INDICIUM reseller:



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