



Geography

- North America

Industry

- Government

Business Need

- Ensure mobile officers and detectives can securely receive and update case information.
- Create and enforce role, level, and group-based security.
- Build standard, highly-automated case management processes.
- Improve system interfaces and usability.

Solution

- A proof-of-concept confirmed Column Case Management's Public Safety module met the NYPD's full performance and usability requirements.

New York Police Department

The NYPD Improves Information Access and Streamlines Case Processes.

The New York Police Department selected Column Technologies to provide a proof-of-concept test of Column Case Management's Public Safety Module. The NYPD believes the program may help them solve their data accessibility and security challenges.

For many New Yorkers, the New York Police Department—the NYPD—is as strong and enduring a symbol of their city as the Empire State Building or the Statue of Liberty. Founded by the New York State Legislature in 1845 to replace a collection of unorganized watchmen, the NYPD is now the world's largest police force. Its 53,000 members provide an array of specialized law enforcement services that protect the city's 8,000,000 residents and support the department's mission to "enforce the laws, preserve the peace, reduce fear, and provide for a safe environment."

THE CHALLENGE

Like other public organizations, the NYPD has faced growing pressure from officials and citizens to deliver more effective, responsive service. The administration of Mayor Rudolph Giuliani and Police Commissioner William Bratton offered an early response by adopting a number of innovative policing and technology strategies. Among the most well-known was CompStat, a system to help the department identify areas where crime was occurring and develop strategies to reduce it. When crime rates later dropped by over half, both CompStat and the so-called New York Police Model drew an enormous amount of attention from the media and other police departments.

Since that time, the NYPD has remained committed to developing groundbreaking technology systems and tools. In 2005, the department opened the Real Time Crime Center (RTCC), an \$11 million facility where staff use advanced data mining technology to rapidly provide some 37,000 officers and 8,000 detectives with crime and suspect information. Less than a year after it opened, the center received expanded funding to add state-of-the-art search and data visualization tools.

Today, the NYPD's challenge is to offer seamless, secure information access to a rapidly-growing group of users who work in a variety of environments. Whatever the user's role—officer, detective, analyst, or department manager—they must have role-specific access to the many pieces of data they need to create actionable information. A highly-available, web-based solution with these capabilities would build on the Real Time Crime Center's success and help the department quickly solve a larger number of crimes—and even prevent others.

THE SOLUTION

After carefully reviewing their options, the NYPD found a number of compelling reasons to select Column Technologies to conduct a case management proof-of-concept test. The company's Column Case Management program was already in use at similar organizations such as the Illinois' Office of Executive Inspector General and Chicago's Office of Inspector General. The program's flexible, yet secure architecture and advanced user interfaces supported a wide variety of mobile platforms. Finally, Column's deep application development knowledge and strong systems integration record with other clients in the New York area weighed heavily in their favor.

THE PROCESS

Working closely with the NYPD's technical team, Column consultants began an in-depth evaluation process. After they reviewed the department's business and performance requirements, the team began a detailed mapping of their case management processes. Later, the team would use the information they'd gained to ensure the case management program fully met the NYPD's needs.

The resulting proof-of-concept showed Column Case Management's ability to automate routine processes and help users share information. The program's powerful capabilities—from robust contact, activity, and search tools to consistent, streamlined processes—proved the NYPD could use the web to securely and efficiently manage cases. Users could also manage relationships among case objects such as persons, locations, vehicles, and evidence. Finally, the proof-of-concept showed the updated system interfaces helped users rapidly locate information and process commands.

THE PLANS

Though the proof-of-concept is complete, the innovation is far from over. Column Technologies and the NYPD are now preparing a second program to deploy the case management solution to officers and detectives from across the city's five boroughs. The department has also become a testing ground for several case management features, including advanced data visualization technology that helps users discover and better understand the often-complex relationships among cases.

As this partnership moves forward, it's clear the NYPD has taken a step toward revolutionizing how it solves crimes. Like many public organizations, they see Column Case Management as an opportunity to help them better serve others—both today and well into the future.

Corporate Headquarters

10 East 22nd Street, Suite 300 Lombard, IL 60148
Phone: 630.515.6660, Toll Free: 866.265.8665
Email: info@columnit.com
www.columnit.com

Contact Column Customer Support

E-mail: CustomerSupport@columnit.com
Phone: 888.500.7840
Live Chat: via www.columnit.com

About Column Technologies

Established in 1998, Column Technologies is a global technology solutions provider. Headquartered in the United States, Column has offices in India and the United Kingdom, as well as a global partner network.



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Origin date 01/15–Control#20150101