NICE

NICE·Investigate

Cost Savings and ROI

INTRODUCTION

Police departments everywhere are investing in digital policing initiatives to better safeguard the public. But the growth in digital silos has a downside – it's making investigations more complex than ever. Investigators are being deluged by digital evidence, from body-worn cameras, CCTV, in-car video, interview recordings, social media, crowd-sourced data, audio recordings, License Plate Recognition (ALPR), Computer Aided Dispatch (CAD), Records Management Systems (RMS) and more. With so many different standalone systems, it has become more challenging than ever for investigators to pull together the 'who, what, where, when and why' as they try to build their cases.

The sheer volume of digital evidence, coming from more and more systems, has outpaced the tools investigators have to collect, analyze and share it – until now.

NICE Investigate, a revolutionary new open digital policing solution, **increases detectives' effectiveness and efficiency and gives them more time to investigate** by automating evidence collection, analysis and sharing. **It empowers investigators to close more cases faster** – while also strengthening their ability to successfully file cases.

HARD COST SAVINGS

Both hard and soft cost savings factor into Return on Investment (ROI). A "hard" cost is a definitive dollar figure that is easy to quantify: What time and resources am I spending now versus what is the cost of changing nothing? How is this solution going to save time and money now and in the long run? Use the direct productivity and cost avoidance benefits below as a starting point to calculate an ROI for your agency.

TIME SAVINGS

"Time is money," said Benjamin Franklin. In the world of policing, time can also make the difference between a criminal behind bars or running free and possibly reoffending. Think of all the time spent and burden seeking, requesting and collecting potential evidence, waiting for analysis results and physically duplicating all of the evidence stored on CDs, DVDs and USB drives, onto more CDs, DVDs and USB drives. Often, reports and related evidence has to be copied in triplicate, before being hand-delivered to the prosecutors for filing consideration.

NICE Investigate saves precious time by automating the **collection**, **analysis and sharing of evidence.** For example, NICE Investigate's virtual case folders make sharing simple. Instead of copying evidence, an investigator can securely and electronically share evidence with other investigators, supervisors and ultimately with prosecutors, simply by emailing a link to a digital case folder. The system automatically tracks user activity while always protecting evidence integrity and chain of custody.

With **NICE Investigate**, investigators can eliminate time spent:

Collecting information:

- Logging into multiple "siloed" systems to retrieve evidence related to an investigation
- Filling out form requests for emergency call audio and CAD incident history reports
- Retrieving offline media such as archived audio and CCTV recordings
- Driving to and picking up CCTV video and burning videos onto DVD
- Driving to headquarters, crime scene labs or emergency communications centers
- Duplicating case files/records or re-assembling case material

Analyzing information:

- Manually listening to 911 calls and interview recordings to identify salient information contained in the recordings. With NICE Investigate Audio Analytics, the system searches for spoken keywords and phrases across all recordings so investigators don't have to.
- Transcoding videos to make them playable. With NICE Investigate, videos are automatically copied and transcoded into a playable format, while the original media files are retained intact.

Sharing information:

- Exporting files and burning DVDs
- Driving to the DA's or prosecutor's office to hand deliver and file a case which often results in sitting and waiting for a meeting

To demonstrate the tremendous savings potential of NICE Investigate, by just eliminating one hour of time wasted on manual processes per case, here's an estimate of how much your police department can save per year, assuming 4,000 cases annually:

Savings with NICE Investigate

Conservative assumptions:

- *4 pieces of media per case*
- *Save 1 hour per case (15 minutes per piece of media)*
- *Cost per hour of $80 (including benefits)*

Savings per case = $80

- *at 4,000 cases per year*

Annual Savings = $320,000
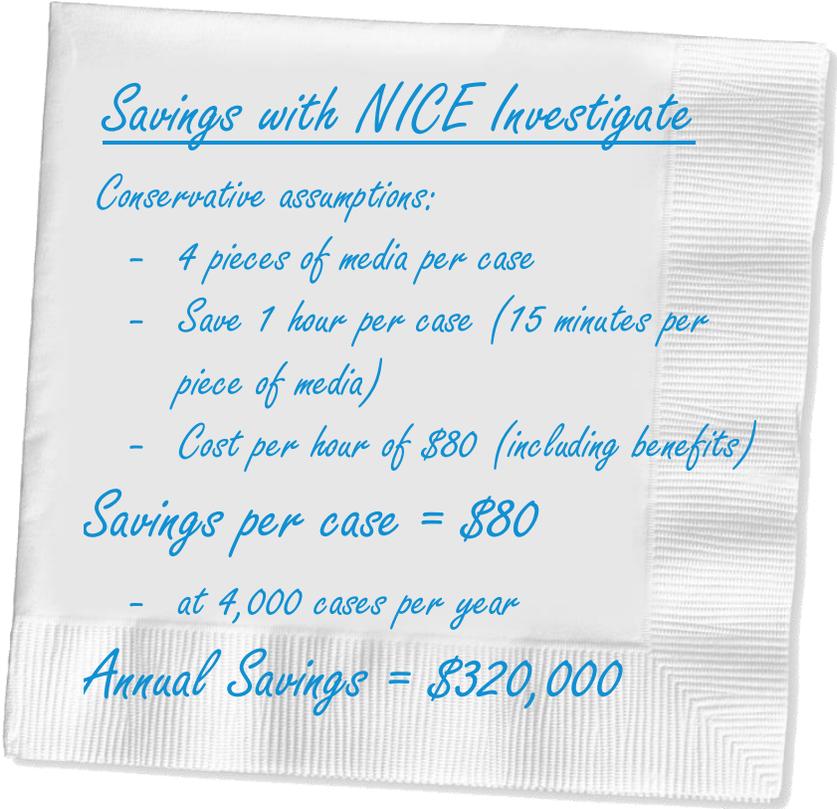
PAPER & STORAGE SAVINGS

Police investigation and associated mandatory reporting is notoriously paper-intensive. **NICE Investigate** stores all information electronically in order to help you dramatically reduce the use and costs of paper and its storage.

- How many pages do you generate per average report and what is your per-page cost of printing?

- How many reports do you write each month?

- How much storage space do you currently require for paper and DVD evidence and reports? What is your cost of this storage?

NICE Investigate is eco-friendly which is important for police departments that are committed to creating sustainable solutions with minimal environmental impact.

COURT COST SAVINGS

NICE Investigate can help investigators shorten the time to case resolution and reduce the number of cases in court and associated costs by providing faster access to evidence, combined with easier means of evidence distribution. It does this by:

- Automating the sharing of ALL evidence with the District and Defense Attorneys for filing consideration earlier in the process which in turn encourages early plea bargains
- Accelerating the speed of access to evidence, including video from body worn or CCTV cameras

AVOIDING FINES FOR LOSS OF EVIDENCE

Losing or exposing critical evidence can be costly. For example, South Wales Police, UK was fined £160,000 ($210,000 USD) in 2015 for losing a video recording of interviews with a child who had been sexually abused. Despite the discs containing the child's graphic and disturbing account of sexual abuse they were un-encrypted and left in a desk drawer.

Does your jurisdiction impose fines for lost evidence or data security breaches? **NICE Investigate** can help you preserve evidence more reliably, so that you can spend your time fighting crime instead of dealing with the consequences of security breaches. With NICE Investigate, you can avoid getting sued and re-allocate any budget reserved for fines related to lost evidence and/or data security breaches.

ADDITIONAL SOFT SAVINGS

NICE Investigate offers many other significant benefits that can help police departments achieve their goals, while contributing to additional savings..

CLOSE MORE CASES FASTER

NICE Investigate gets you critical information faster and helps you uncover insights you didn't know about so you can solve more cases, quicker. With so many data silos, and data that's not always easily searchable, an investigator can overlook a crucial piece of evidence in a case. **NICE Investigate's** powerful search function allows investigators to conduct a single search across all structured and unstructured data sources – including databases, narratives from CAD comments, incident reports, FI cards, reports and documents, and more – to uncover hidden evidence and connections. The solution's data correlation engine brings evidence that's potentially relevant to a case to the investigator.

For example, a witness in a homicide investigation said they saw a panel van with "Joe's Plumbing" marked on the side, fleeing the scene. By adding "Joe's Plumbing" to a key word search within the NICE Investigate solution, all connected sources – from incident reports in the CAD system to tagged crime scene photos and witness statements – would be searched for the words "Joe's Plumbing." By converting speech to text, NICE Investigate can even make audio and video files searchable. In this example, a search for "Joe's Plumbing" across all 911 calls and interview room recordings uncovered additional critical evidence that led to prosecuting the criminals.

In addition, unlike today's environment where case information is stored in paper folders or in separate disconnected silos and the potential evidence or connection to other cases may not be identified, NICE Investigate makes all the content within case folders searchable, enabling detectives across all investigations to benefit from a more complete picture when using NICE Investigate to search for possible connections between cases and suspects.

IT BENEFITS OF CLOUD VS. ON-PREMISE SOLUTION

NICE Investigate adds little burden to your IT team. Since the solution is securely hosted in the secure Microsoft Azure cloud, it requires much fewer resources to maintain vs. traditional on premise applications. Our secure, cloud-based deployment model also gives you:

- **Operational agility** – the solution is ideal for agencies with growing or fluctuating case load and demands. If your case load increases or storage needs increase, you can instantly scale up your cloud capacity, drawing on the service's remote servers. Likewise, if you need to scale down again, the solution is inherently flexible.

- **Adheres to Criminal Justice Information Services (CJIS) requirements** – Microsoft Azure Government is the first hyperscale commercial infrastructure cloud platform contractually committed to meeting the CJIS security requirements for federal, state and local governments.

NICE's collaboration with Microsoft allows law enforcement agencies to use this secure cloud platform to help safeguard digital evidence and ensure the integrity of investigations.

- **Automatic software updates and virus checking** – NICE Investigate servers are off-premise, out of sight and out of your police department's hair. As your software-as-a-service provider, NICE takes care of all of the regular software and security updates saving your agency time and resources and freeing you up to focus on what really matters.

INCREASED SUPERVISORY OVERSIGHT & CASE ACCESS

With **NICE Investigate**, detective supervisors and command staff have improved visibility into on-going investigations and can access evidence within virtual case folders without having to locate a physical folder locked in the assigned detectives drawer or in a filing cabinet when that detective is unavailable or on temporary assignment.

GETTING STARTED

If these challenges sound familiar, **NICE Investigate** should be an essential part of your digital policing strategy to automate the collection, analysis and sharing of case evidence. For the many reasons illustrated in this white paper, NICE Investigate will help your police department save precious time and money, and ultimately close more cases faster.

With so many hard and soft dollar savings, your police department can't afford not to implement NICE Investigate. Our pay-as-you-go model makes it easy to get started.

Need Funding?

Good news – we've partnered with PoliceOne to offer complimentary Grant Writing Assistance. To learn more, simply contact us at PSInfo@nice.com. We look forward to helping your police departments realize the many benefits, and cost and time-savings of NICE Investigate.