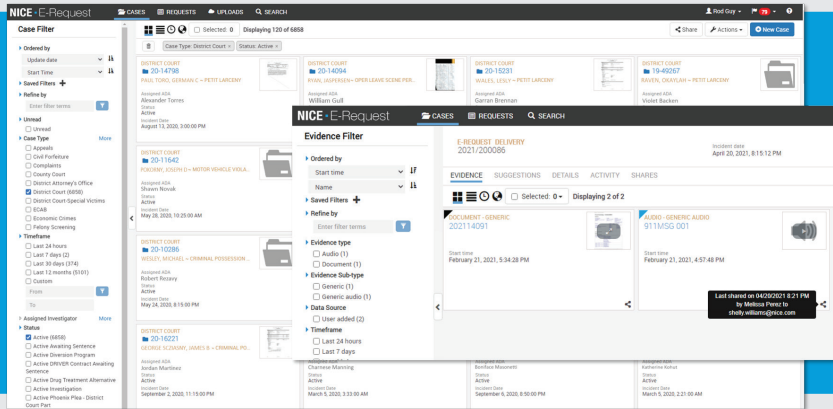# NICE · E-Request

Streamline 911 Incident Reconstruction & Disclosure Workflow

As disclosure laws mandate stricter deadlines for reproducing and sharing 911 audio recordings and other evidence, agencies across the public safety and criminal justice continuum are struggling to keep up with requests using current manual processes – such as emailing, filling out forms, piecing together data from different systems, sending audio out to be redacted or transcribed, copying evidence onto DVDs or USB drives, all culminating in physical tracking and delivery. This contributes to long turnaround times for ECCs, cost over-runs, and duplicate work. Building on the Evidencentral Suite, NICE E-Request digitally transforms how 911 centers receive and process audio evidence requests and share incident information with district attorneys, police investigators and other key stakeholders.

Automates the Reconstruction of Incidents (911 and Radio)

Streamlines the Request Process between 911 and External Agencies

Single Workspace for Transcription and Redaction of Media

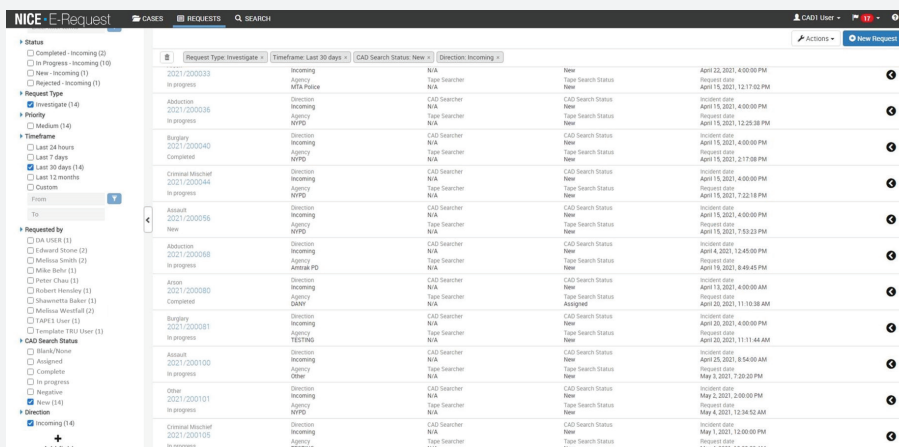**Adds Transparency and Auditability to the Request Process**

Transform Coordination with All Stakeholders

- **Manage the entire request workflow** – from directing queues and prioritizing multiple requests, through automating data and media collection from connected systems, to simplifying multi-user access of information in the cloud.

- **Increase end-to-end transparency** – automatically track and report on details of all requests from submission to fulfillment, with all steps and current status tagged by date, time and user ID for comprehensive audits and improved supervisory oversight of all pending and completed requests.

- **Reduce complexity** – each set of 911 and radio recordings pertaining to an incident remains associated with relevant request and fulfillment data. This enables auto-recognition of duplicate requests as other parties become involved in incident investigation and prosecution, and minimizes rework by enabling secure repeat access to the same data set, to satisfy each requestor.

- **Improve accountability** – with built-in notifications and alerts for involved parties. No request goes unnoticed or forgotten in a backlog. No more unresolved questions about who received and opened which evidence package and when.

NICE®

Streamline Every Step of Incident Reconstruction and Fulfillment

- **Automate records assembly** – 911 call and radio recordings as well as Incident Reports are automatically identified, correlated, synchronized and provided to agency users by incident IDs, or by location and time. View and play recorded communications in a list, timeline, or a map view.

- **Improve productivity in preparation of evidence for disclosure** – with built-in redaction and transcription, as well as chain of custody reports for each evidence item to prove admissibility in court.

- **Share records in seconds** – submission to the requestor is a button-click away, in the same interface. No more burning DVDs, handling USB drives, or sending emails that compromise the chain of custody.

- **Immediate access by requestors** – requesting party or parties receive a notification of fulfillment, and can securely view and play the files in the cloud interface right away, or download them for stand-alone use.

- **Securely share to a non-government entity** – provide a password-protected link for download by external parties.

Request queue interface includes searches & filters for easy orientation and transparency.

Reduce 911 Center Workload, Improve Incident Response

The NICE E-Request Mobile application also provides first responders with direct access to playback of the 911 calls for which they have been dispatched, even before they arrive on the scene of an incident. No need for requests from the police agency personnel.

Browsers

NICE E-Request is a cloud-based Software-as-a-Service (SaaS) offering that is hosted in the Microsoft Azure cloud. End user access is provided over secure HTTPS connections using any standard web browser. No software is needed to be installed on end user devices.

About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the leading open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 3,000 organizations worldwide rely on NICE public safety solutions.