

The logo for NICE, featuring the word "NICE" in a bold, black, sans-serif font. The letter "I" is stylized with two horizontal blue bars extending from its top and bottom, crossing the letter "N".

NICE

eBook

A close-up photograph of a police officer's uniform, specifically a high-visibility yellow-green vest with reflective silver stripes. The word "POLICE" is printed in large, bold, black capital letters across the chest. The officer's hands are visible at the bottom, wearing black tactical gloves. The background is blurred, showing other people in uniform.

POLICE

Extending Your Police Budget with Digital Transformation

The background of the slide is a photograph of a female police officer. She is wearing a blue uniform jacket with "POLICE" visible on the sleeve and is holding a radio to her mouth. The image is overlaid with a green-to-blue gradient that transitions from the top left to the bottom right.

Police Departments Are Facing Unprecedented Challenges

Today, police departments are facing unprecedented challenges, including budget cuts due to COVID-19 and defunding.

At the same time they're contending with growing crime. Almost every large police jurisdiction in the U.S. experienced an increase in at least one category of violent crimes in 2020.

As the thin blue line gets thinner, departments are expected to do more with less. To survive and thrive departments need to rethink "business as usual" approaches to policing and find ways to work more efficiently and effectively.

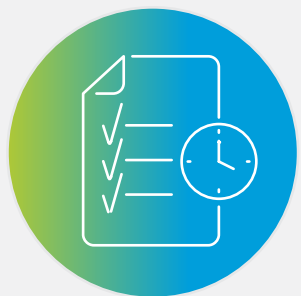
Are These Challenges Familiar to You?



Decreasing budgets as a result of COVID and social issues



Losing staff due to budget shortfalls, and not enough staff to start with



Need to do more with less (e.g. keep up with rising crime & close more cases faster)



Policing is Inefficient

Decreasing budgets and growing crime have put your department in the difficult position of having to do more with less.

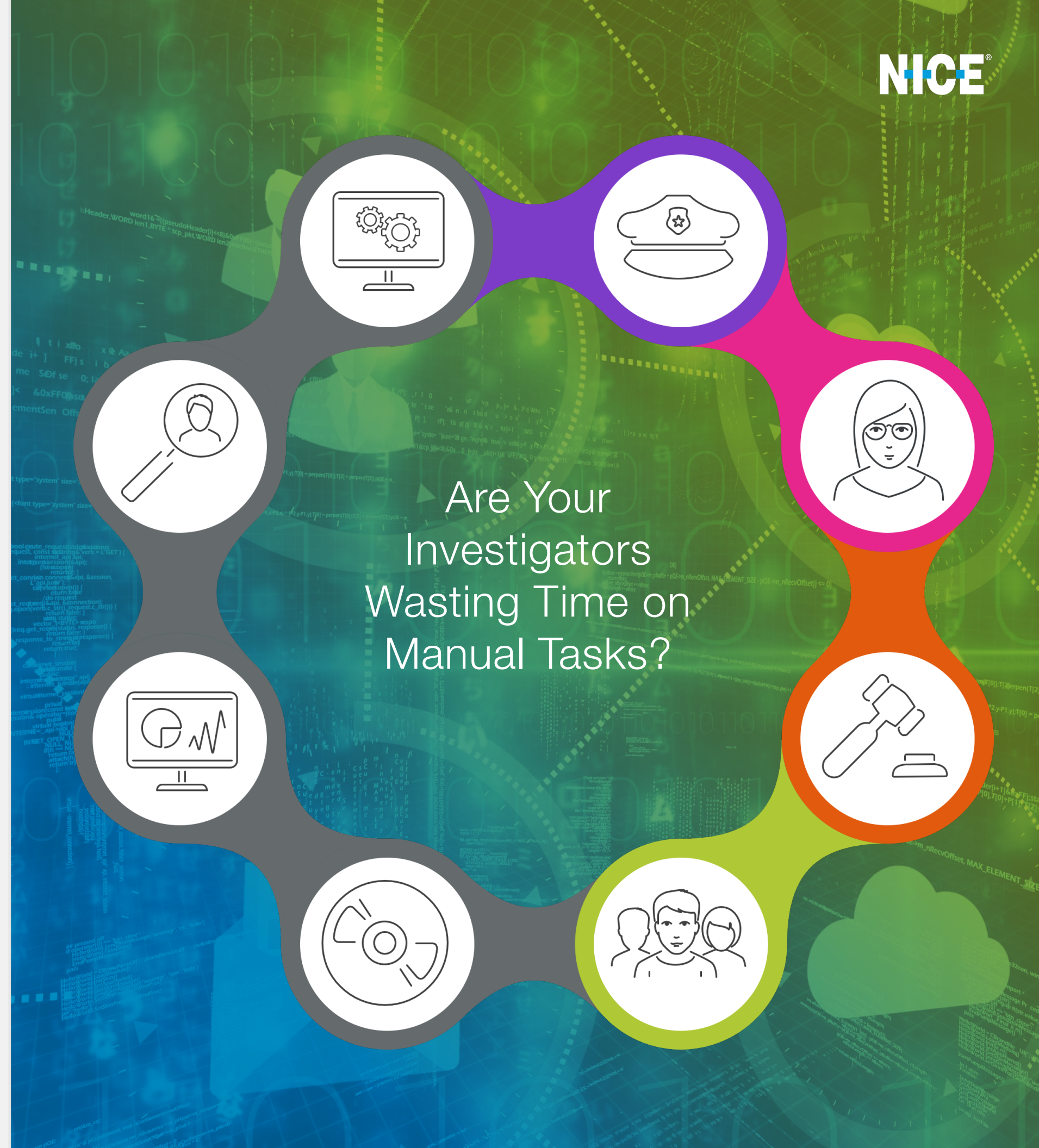
So, what's standing in your way? Quite simply, policing is inefficient. Whether it's clearing an incident or investigating a crime policing is largely made up of manual tasks.

Today your investigators are under enormous pressure to close cases faster. At the same time, they're dealing with more digital evidence – body-worn video, CCTV, interview room and 911 recordings, in-car video, evidence from cell phones and social media. The list is growing every day.

But digital evidence isn't the problem - **how you manage it is!**

Consider the enormous amounts of time your investigators waste interacting with digital evidence every day. They spend time searching for it, locating it, driving across town to get it, copying it, making it usable, keeping up with it, sharing it, making sure they know what they have when they have it, and transporting it to the DA's office, only to repeat the process over and over again.

All of these manual activities waste time – time that your investigators could be spending building and closing more cases.

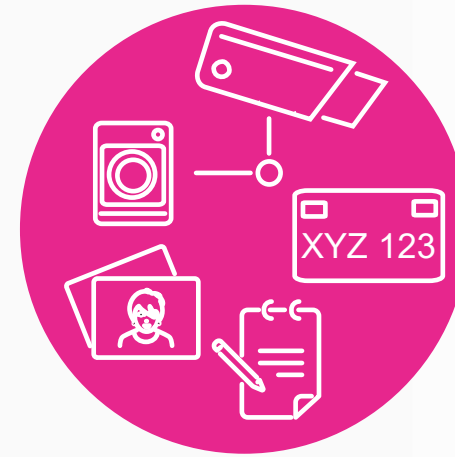


Manual Policing Tasks: How Much Time is Wasted?

Are any of these time-wasting activities familiar to you?



Finding evidence within the department for a case



Collecting CCTV and other evidence



Collecting video checked into property



Making video playable



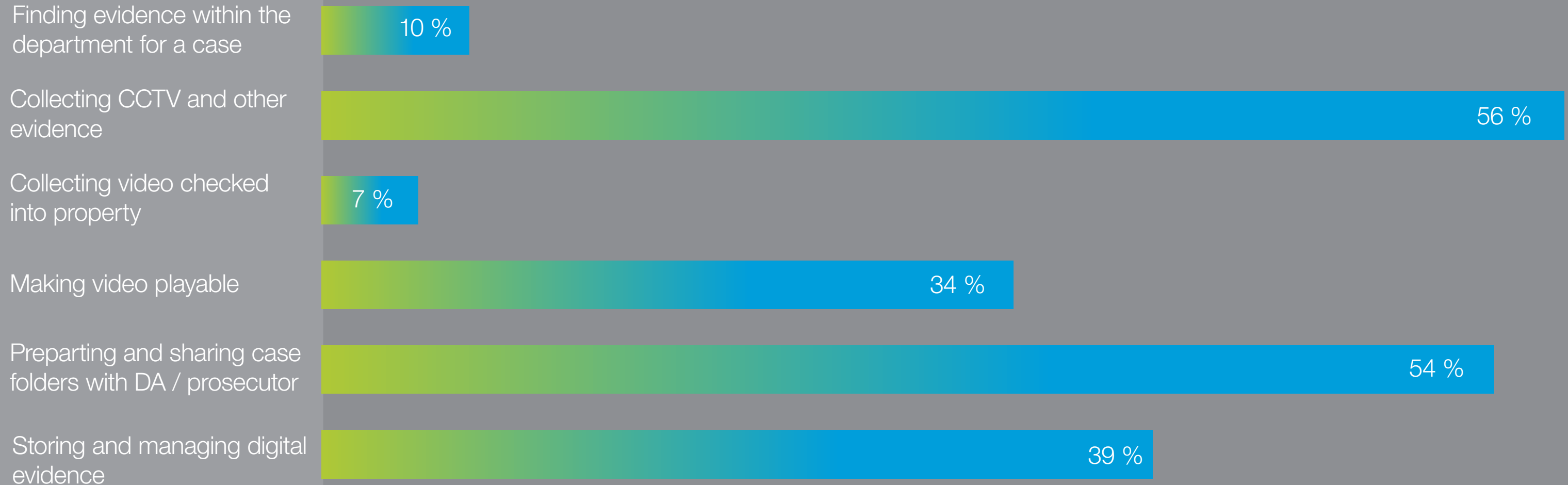
Preparing and sharing case folders with DA / prosecutor



Storing and managing digital evidence

Most Common Time Wasters

When asked which two manual, time-wasting investigation activities presented the biggest challenge, survey respondents said:



NICE partnered with the FBI National Academy Associates (FBINAA) to conduct a global Digital Evidence Management Benchmark Study. Police executives from 200 police agencies spanning 5 continents took part in the research study.

Download the Benchmark Study [HERE](#)

Digital Transformation Addresses These Challenges

What is Digital Transformation?



The way your department manages digital evidence today requires a lot of manual touchpoints – logging in to different systems, extracting information, copying digital files onto media, emailing, phoning, following up, picking up and transporting evidence from place to place. Digital transformation eliminates all of these manual activities. **Evidence starts digital and stays digital!**

How Digital Evidence is Managed Today

Let's start where every case begins – evidence collection. Today, your investigators need to log on to many systems, send emails, place phone calls, fill out paperwork, and wait for reports. This consumes a lot of time. And what happens when they find something interesting? They take the data out of the digital system and copy it on a disc, print it on paper or save it on a shared network drive. If CCTV's involved, they get in the car and physically drive to pick it up, only to bring it back to the station and find it's not even playable.



As your investigator builds the case, he has to sift through discs and folders and separate systems containing videos, narratives, and lab reports. But because the evidence is in various formats on different media, it can take hours, or even days, to piece it all together. And this doesn't even take into account the endless trips back and forth to the property room to pick up evidence and drop it off.



Finally it's time to share the evidence. More time is wasted as evidence is now copied onto more servers, discs and paper which then need to be hand-delivered to the DA. Today it can take anywhere from 30 minutes to 8 hours to prepare and organize case evidence for a prosecutor.



NICE Investigate

Digitally Transforms These Processes

Now, as soon as your investigator logs in, evidence is waiting in an electronic case folder. Investigators get access to evidence much sooner. They can also request and receive all types of evidence (including CCTV) electronically. No more driving around, phoning, filling out forms, or waiting. No more copying evidence onto CDs and USB drives. No more checking evidence in and out of the property room.

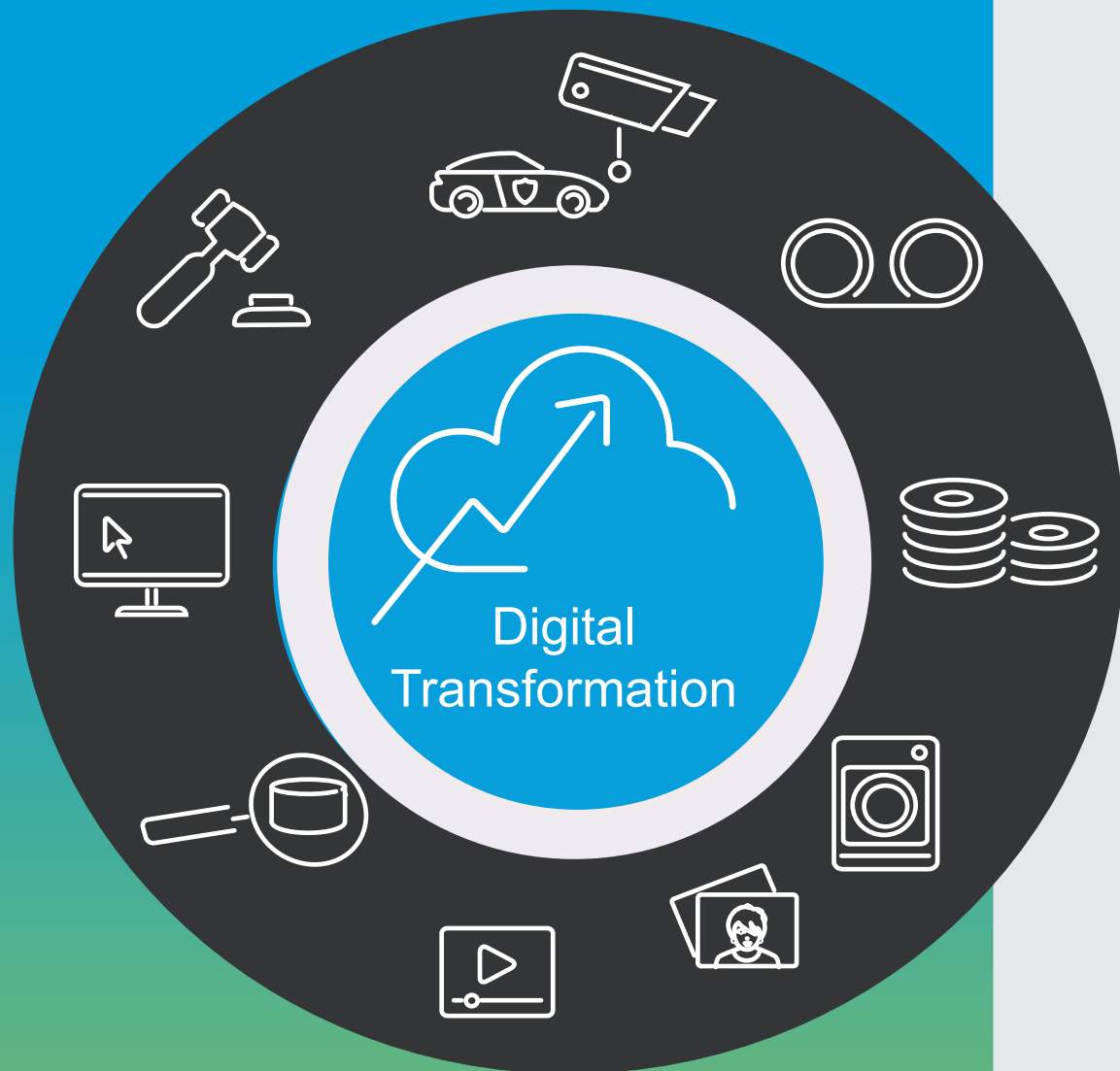


Because video is converted to a playable format and stored digitally in one place, it can be instantly be viewed on timelines or maps, and synchronously played back - something your investigators can't possibly do today!

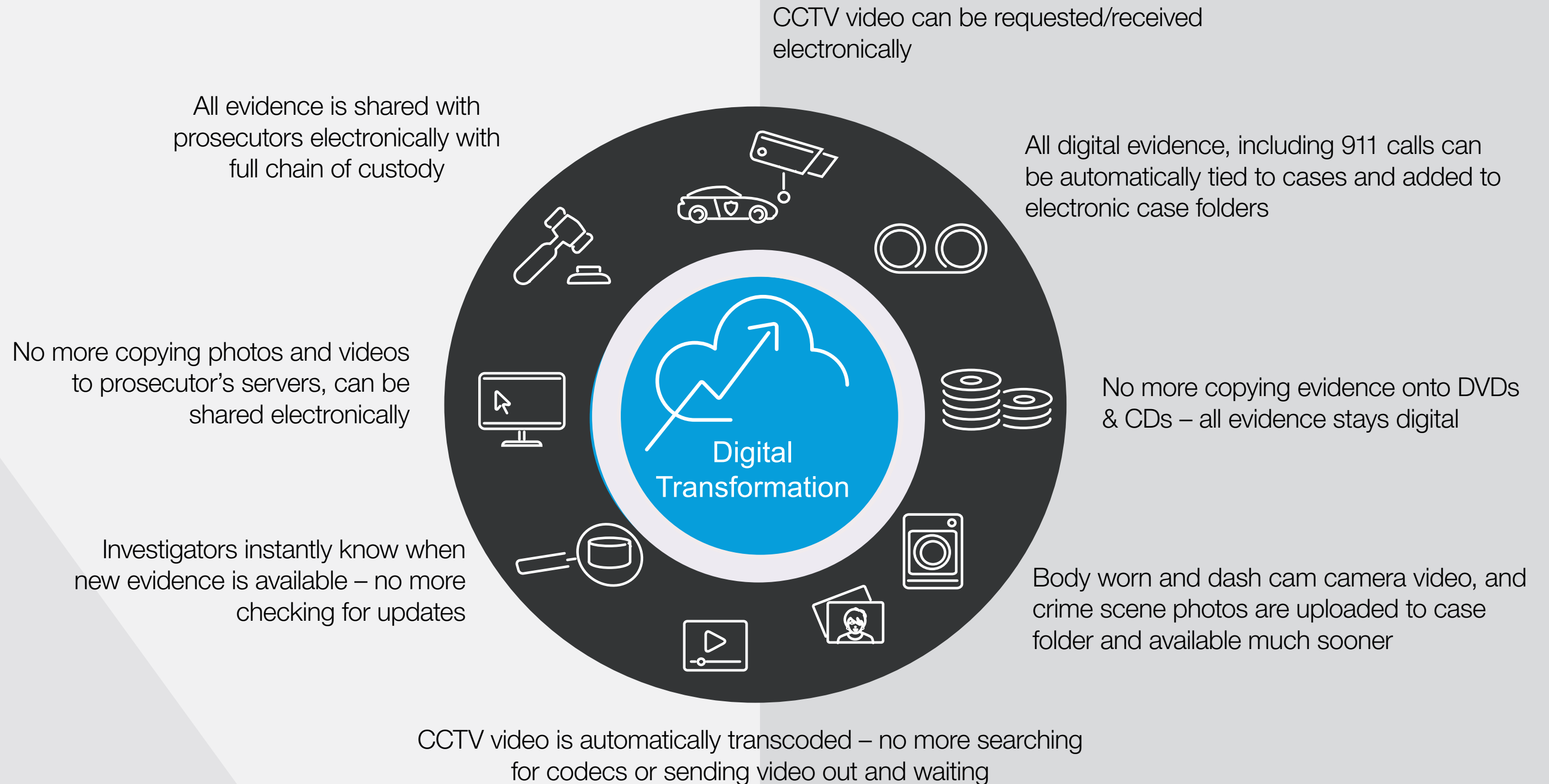


With NICE Investigate, your investigator can securely and electronically share evidence with prosecutors in no time at all, with complete chain of custody tracking, simply by emailing a link to a digital case file.

Request a demo of NICE Investigate [HERE](#)



Digital Transformation Eliminates Manual Time-Wasting Tasks



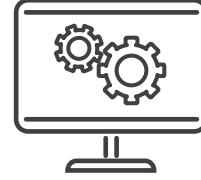
Digital Transformation Benefits Everyone

Property & Evidence

Officers



IT Manager



Investigators



Records Clerks



Crime Analysts & Real-time
Crime Center



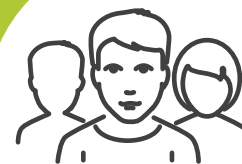
Prosecutors, Defense &
Courts



IT Manager



The Public



The background of the slide features a photograph of several individuals, likely law enforcement or investigators, looking at their mobile devices. The image is overlaid with a large, semi-transparent blue and green gradient that covers the left and center portions of the slide. The text "Case Studies" is written in white on this gradient.

Case Studies

On the pages that follow are examples of departments that have achieved significant cost savings and other benefits by digitally transforming how they conduct investigations and manage their digital evidence.

Case Study 1

Large Police Department

4,000 sworn officers + 1,500 civilian community support officers

Digitally Transformed with Rapid Access to CCTV
and Crowdsourced Evidence

Results with NICE Investigate

- **Saved over 12,000 officer hours** during the initial 5-month period of deployment. That translates to 12 **ADDITIONAL / NEW** full-time officers to work on more investigations.
- Achieved Return on Investment (ROI) of at least 5 to 1.
- **Saved \$5M through increased early guilty pleas** – with immediate access to convicting video evidence while suspect is still in custody.
- **Saved weeks per case** – evidence from CAD, RMS, and recording systems automatically correlated, case files automatically populated with correct files and data.
- Citizens more readily share evidence (do not have to turn over mobile phones) – **more cases closed.**
- Police now **actively disrupt criminality** due to rapid access to evidence, including mobile.
- Other teams were inspired by success and joined NICE Investigate to improve **efficiency and productivity** – firearms licensing team, misdemeanor crimes unit, and other groups.

“I firmly believe that NICE Investigate is likely to have the most positive effect on policing efficiencies and investigations effectiveness that I have seen in 30 years, including my 20 years in IT.”

Case Study 2

Large Metro Police Department
4,244 sworn officers

Digitally Transformed with Central Access to All Evidence

Results with NICE Investigate

- Identified over \$7.5M in productivity savings realized in first year of deployment.
- Greatly improved access to 100% of evidence (up from 10% pre deployment) with improved case closure rates leveraging search and analytics.
- 84% of detectives praised the fast and easy sharing of information with the Prosecutor – no more hand-delivery of physical media.
- Officers now spend more time building cases, less time on clerical work – job satisfaction increased.
- Immediate tangible cost savings from the reduction of time spent collecting CCTV.
- Improved community engagement – much easier for businesses and citizens to submit evidence.

“I am proud to say that, with NICE Investigate, we are at the forefront of helping our officers and staff do their jobs more efficiently and effectively, and in the process better serve the more than two million people in our community.”

Case Study 3

Large Police Department

3,400 sworn officers, attorneys and investigators
~30,000 criminal cases handled annually

Automated Case Building and Accelerated
Discovery to Prosecutor

Results with NICE Investigate

- **Over \$2M in annual productivity savings** already achieved with precinct Detectives, through automated collection of 911 calls, crime scene photos, and evidence from the video unit. More gains expected as rollout continues.
- **Eliminated 4+ month backlog** of evidence for discovery to Prosecutor within first 2 months of deployment
- Integrated records management, CAD, 911/radio recording, interview room and other policing systems, **automatically correlating, gathering and organizing multimedia case evidence by cases**
- Speed and completeness of evidence disclosure now meets the legal demand, fostering **swift justice**

“With NICE Investigate, we are saving time, resources and money, and have already received praises from the courts.

Requests from the DA to the PD for missing case evidence went down by a stunning 75% within the first few months with NICE.”

Take the **Next Step**

Interested in learning how your department can extend its budget and benefit from digital transformation? Contact NICE at **+1 (214) 412-8693** to schedule your **complimentary virtual productivity workshop**. We'll provide a detailed analysis of the savings your agency can achieve through digital transformation at no cost to you.

Additionally, because NICE Investigate addresses COVID-related challenges, it qualifies for funding under the **American Rescue Plan Act**. NICE can also help you navigate the process of determining what pandemic recovery funds are available to your agency and help you justify your use of these funds for digital transformation.

NICE Public Safety

With over 3,000 customers and 30 years' experience, NICE's Public Safety solutions deliver digital transformation, improved collaboration, efficiency and cost-savings to all types of public safety and criminal justice agencies, from emergency communications centers and police departments, to prosecutors, defense attorneys and courts. Our Evidential platform features an ecosystem of integrated technologies that bring data together to improve incident response, accelerate investigations, streamline evidence disclosure, enhance digital collaboration with justice partners, and keep communities and citizens safer.

www.nice.com/public-safety

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About NICE

NICE (Nasdaq:NICE) is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.

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NICE[®]

Start Your Digital Transformation Journey Today