

# 6 Surprising Savings of Digital Investigation

# Contents

- Introduction
- 1 Hard Cost Savings
- 2 Time Savings
- 3 Paper & Storage Savings
- 4 Court Cost Savings
- 5 Avoiding Fines for Loss of Evidence
- 6 Additional Soft Savings
- Getting Started

# 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, Records Management Systems (RMS), Computer Aided Dispatch (CAD), License Plate Recognition (ALPR) and more. With so many different systems storing information in standalone siloes, 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

NICE Investigate, a revolutionary new digital investigation solution, increases detectives' effectiveness and efficiency and gives them more time to investigate by automating the entire digital investigation process – collecting, analyzing and sharing evidence.

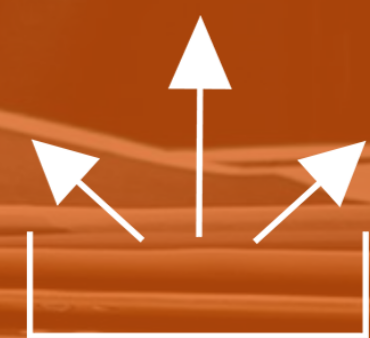
It empowers investigators to close more cases faster, while also strengthening their ability to successfully file cases.



COLLECT



ANALYZE



SHARE

# 1 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.

For example:

- 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 on the pages that follow as a starting point to calculate an ROI for your agency.



When you say  
ROI, do you  
mean return on  
investment or  
risk of inaction?

- Paul Gillin

2

# TIME SAVINGS

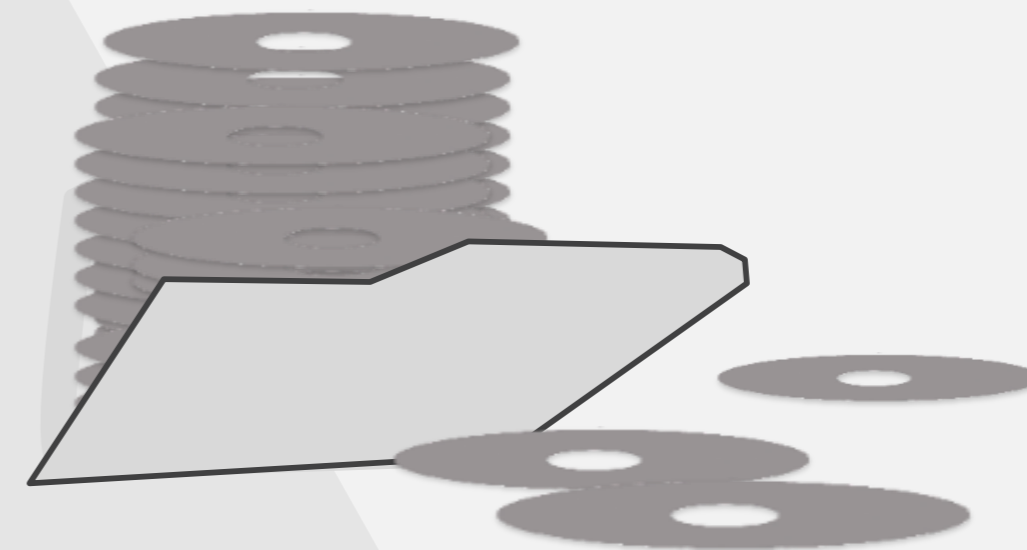
## 2 TIME SAVINGS

“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 have to be copied in triplicate, before being hand-delivered to the prosecutors for filing consideration.



Time is money.

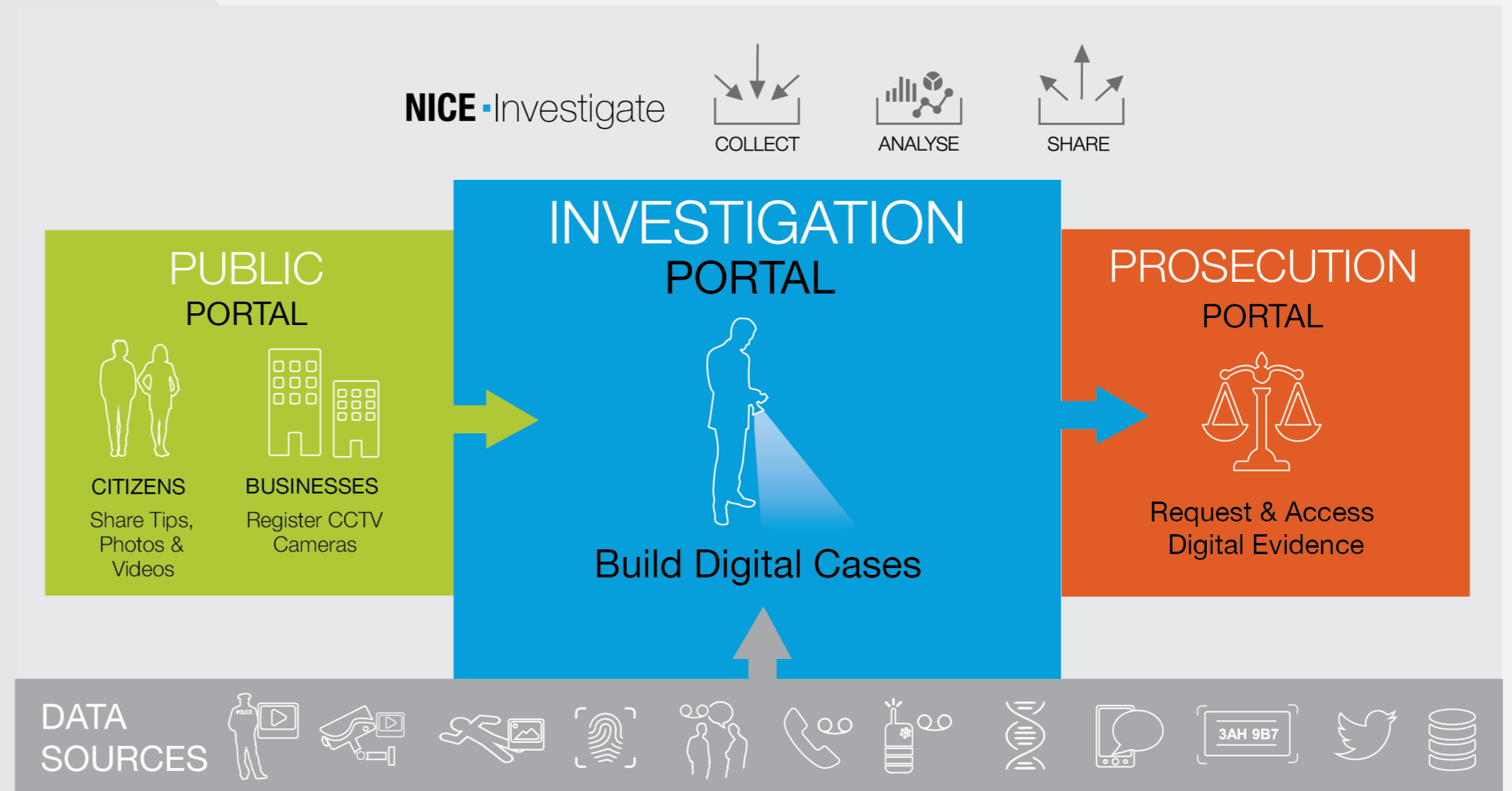
- Benjamin Franklin



## 2 TIME SAVINGS

# AUTOMATES THE COLLECTION, ANALYSIS & SHARING OF DIGITAL EVIDENCE

NICE Investigate saves precious time by automating the collection, analysis and sharing of evidence. NICE Investigate's virtual case folders make sharing simple. Instead of manually 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.





# 2

## TIME SAVINGS

### AUTOMATES COLLECTION OF DIGITAL EVIDENCE

With NICE Investigate, investigators can eliminate time spent:

Logging into multiple  
“siloes” 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

### Audio & Text Analytics

Reading incident reports and witness statements, analyzing phone dumps and reviewing interview recordings to look for specific names, dates, locations or phone numbers can be extremely time consuming. NICE Investigate's audio and text analytics makes all audio recordings and text documents searchable by keywords or phrases. Investigators no longer need to listen to entire 911 calls and interview recordings to find they are looking for, or to uncover additional evidence.

### Automatic Transcoding of Video

Another problem investigators need to contend with is the large range of video and audio formats, codecs and proprietary players. Often, an investigator will obtain a copy of a CCTV video on a CD or thumb drive and bring it back to the station, only to realize he cannot play it back. If there are multiple videos requiring multiple players or codecs, it's an even bigger issue. NICE Investigate transcodes all video recordings into a standard format to make them universally playable, while the original media files are retained intact.

### Copying Evidence

Today, the burden of physically duplicating evidence falls on the investigator. Oftentimes, evidence has to be copied in triplicate onto CDs, DVDs or thumb drives. With NICE Investigate, Investigators no longer waste time exporting digital evidence files and burning copies. Evidence is stored in virtual case folders and can be easily and securely shared electronically.

### Transporting Evidence

No more driving to the DA's or prosecutor's office to hand deliver and file a case, or sitting and waiting for a meeting. Investigators can securely and electronically share evidence with prosecutors, simply by emailing a link to a digital case file. The system automatically tracks who accessed which files in order to protect evidence integrity.

2

## TIME SAVINGS

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*

3

# PAPER & STORAGE SAVINGS



# 3

## 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.



NICE Investigate  
is eco-friendly

JURORS



4

# COURT COST SAVINGS

# 5

## 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 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



**5** AVOID  
FINES FOR  
LOST  
EVIDENCE



# 6

## AVOIDING FINES FOR LOST 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.



Losing or exposing critical evidence can be costly.

**6** ADDITIONAL  
SOFT  
SAVINGS

**ROI**



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

# 6 ADDITIONAL SOFT SAVINGS

Close more cases faster

Let's say 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 NICE Investigate, 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 audio to text, NICE Investigate makes spoken word within audio and video recordings 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.



The screenshot shows the NICE Investigate software interface. On the left, there are search filters for 'Session' (NYPD Set 1), 'Start Date' (2/18/2000), and 'End Date' (2/24/2016). The main area displays a table of search results with columns for 'Row', 'Media File Name', 'Date/Time', 'Duration', and 'Score'. A 'Transcript' window is open on the right, showing a search for 'Shots Fired' with a score of 12.81. The interface includes various navigation and control buttons.

In today's environment, case information is commonly stored in paper folders or in disconnected silos, where potential evidence or connections to other cases may be obscured. NICE Investigate makes all evidence content searchable, enabling detectives to search across all collected data and media and uncover possible connections between cases and suspects.



NICE Investigate can help identify possible connections between cases and suspects.

## 6 SOFT SAVINGS

### IT benefits of cloud vs. on-premise

NICE Investigate adds little burden to your IT team. Since the solution is hosted in the secure Microsoft Azure cloud, it requires much fewer resources to maintain vs. traditional on-premise applications.

Our secure, cloud-based deployment:

- gives you operational agility.
- adheres to Criminal Justice Information Services (CJIS) requirements.
- offers the additional benefit of automatic software updates and virus checking.



NICE Investigate is securely hosted in the Microsoft Azure cloud.



# 7 SOFT SAVINGS

## IT benefits of cloud vs. on-premise

### Operational Agility

NICE Investigate 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 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 Updates / Virus Checking

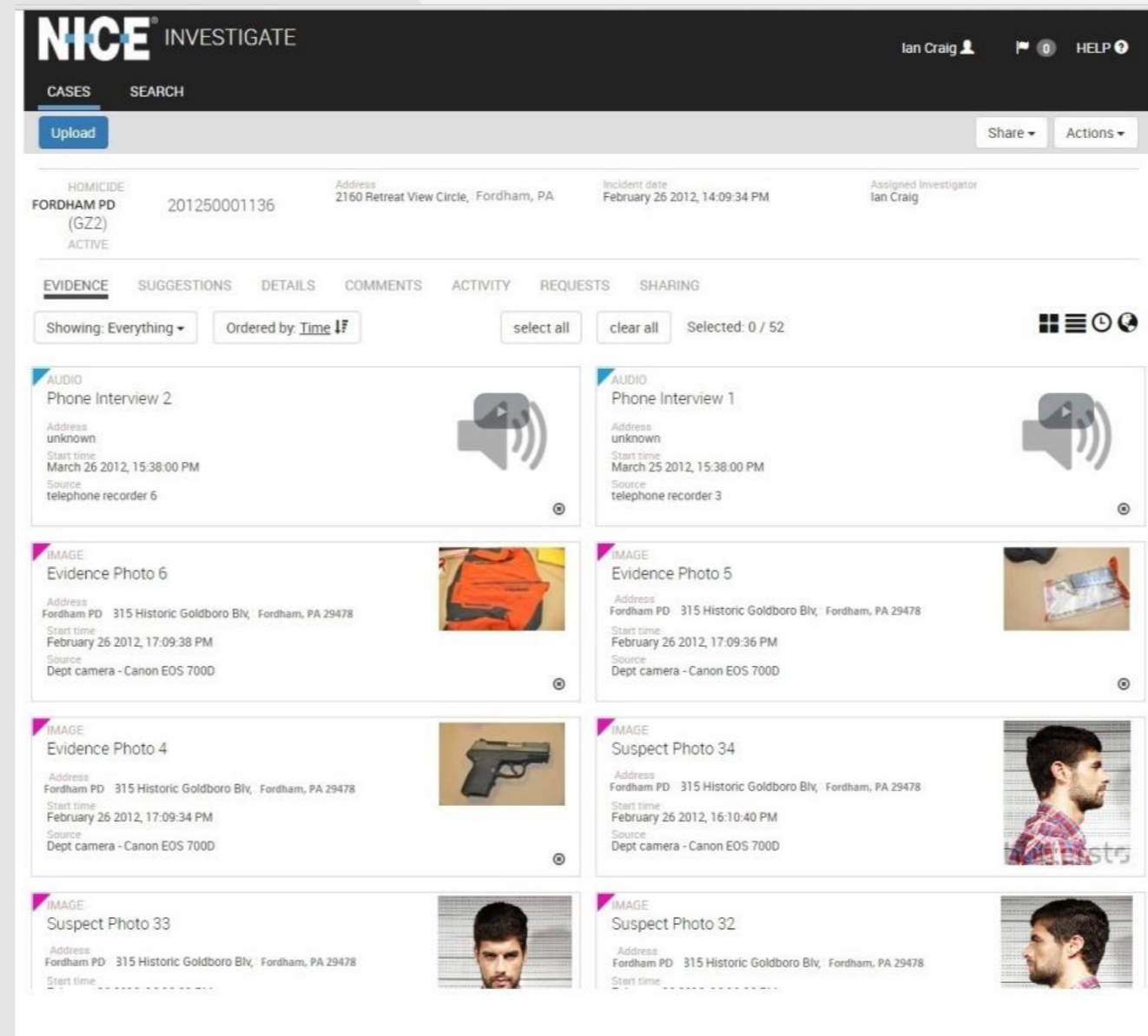
NICE Investigate servers are off-premise, out of sight and out of your police department's hair. As your software-as-a-service provider, NICE takes care of all of the regular software and security updates saving your agency time and resources and freeing you up to focus on what really matters.



# 7 SOFT SAVINGS

## Increased manager oversight & case access

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



Gives  
detectives,  
supervisors  
and command  
staff improved  
visibility

# 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 eBook, NICE Investigate will help your police department save precious time and money, and ultimately close more cases faster.

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

# learn more

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**NICE** ■ Investigate