

NICE



EVIDENCENTRAL

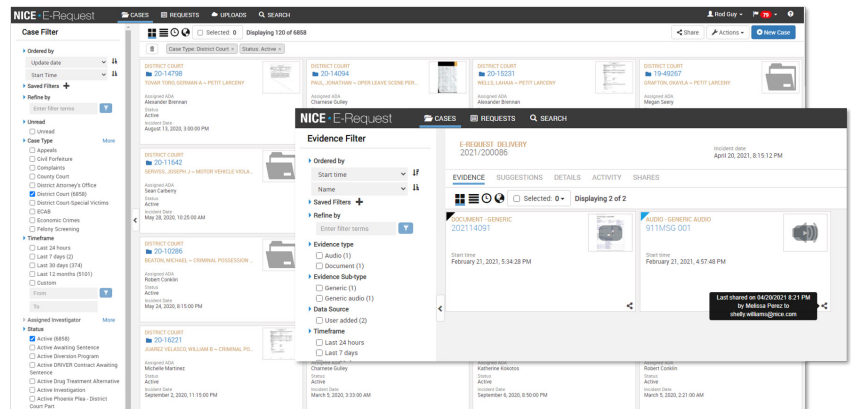
E-Request

Automated 911 Evidence
Production

**TRUTH
DEPENDS
ON IT™**

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. That's because they're having to rely on 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, and physical tracking and delivery. This, in turn, contributes to long turnaround times for ECCs, cost over-runs, and duplicate work. Building on the Evidential 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. This enables comprehensive audits and improves supervisory oversight of all pending and completed requests.

Reduce complexity

Each set of 911 and radio recordings pertaining to an incident remains associated with the 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.

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 when preparing 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

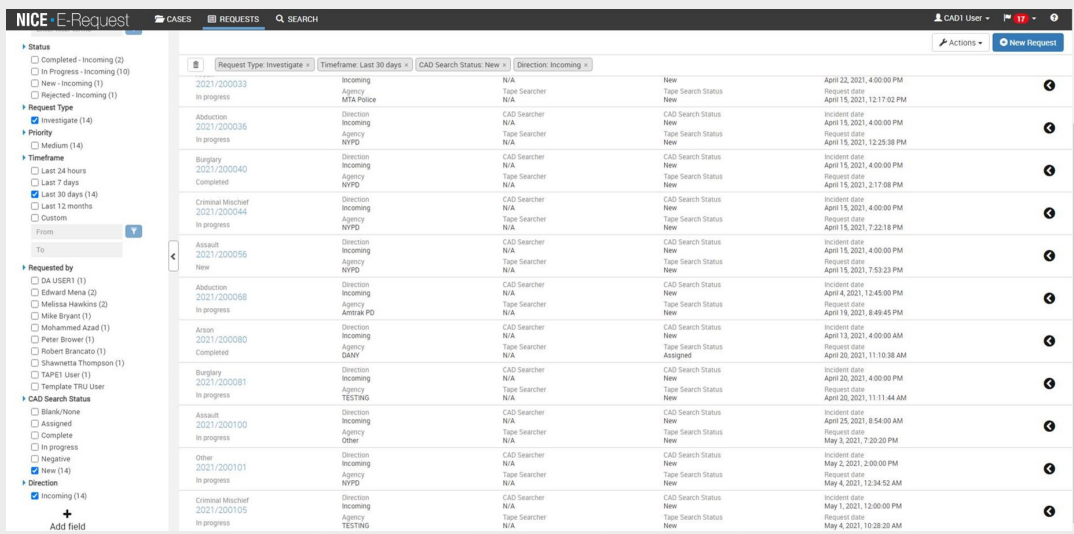
Submission to the requestor is a button-click away, in the same interface. No more burning DVDs, handling USB drives, or sending emails that compromise chain of custody.

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.



The screenshot displays the NICE E-Request interface. On the left, there is a sidebar with various filters: Status (Completed - Incoming (2), In Progress - Incoming (10), New - Incoming (1), Rejected - Incoming (1)), Request Type (Investigate (14)), Priority (Medium (14)), Timeframe (Last 24 hours, Last 7 days, Last 30 days (14), Last 12 months, Custom), Requested by (DA USER1 (1), Edward Mena (2), Melissa Hawkins (2), Mike Bryant (1), Mohammed Azad (1), Peter Brower (1), Robert Brancato (1), Shawnetta Thompson (1), TAPRI User (1), Template TRU User), CAD Search Status (Blank/None, Assigned, Complete, In progress, Negative, New (14)), and Direction (Incoming (14)). The main area shows a table of requests with columns for Request ID, Status, Agency, Direction, CAD Search Status, Tape Searcher, Request Status, Incident date, Request date, and a play button icon.

Request ID	Status	Agency	Direction	CAD Search Status	Tape Searcher	Request Status	Incident date	Request date	Action
2021/200033	Incoming	MFA Police	N/A	N/A	N/A	New	April 22, 2021, 4:00:00 PM	April 15, 2021, 12:17:02 PM	▶
2021/200036	In progress	NYPD	Abduction	CAD Searcher N/A	N/A	New	April 15, 2021, 4:00:00 PM	April 15, 2021, 12:25:38 PM	▶
2021/200040	Completed	NYPD	Burglary	CAD Searcher N/A	N/A	New	April 15, 2021, 2:17:08 PM		▶
2021/200044	In progress	NYPD	Criminal Mischief	CAD Searcher N/A	N/A	New	April 15, 2021, 4:00:00 PM	April 15, 2021, 7:22:18 PM	▶
2021/200056	New	NYPD	Assault	CAD Searcher N/A	N/A	New	April 15, 2021, 4:00:00 PM	April 15, 2021, 7:53:23 PM	▶
2021/200068	In progress	Amtrak PD	Abduction	CAD Searcher N/A	N/A	New	April 4, 2021, 12:45:00 PM	April 15, 2021, 8:49:45 PM	▶
2021/200080	Completed	DANY	Arson	CAD Searcher N/A	N/A	New	April 13, 2021, 4:00:00 AM	April 20, 2021, 11:10:38 AM	▶
2021/200081	In progress	TESTING	Burglary	CAD Searcher N/A	N/A	New	April 20, 2021, 4:00:00 PM	April 20, 2021, 11:11:44 AM	▶
2021/200100	In progress	Other	Assault	CAD Searcher N/A	N/A	New	April 25, 2021, 8:54:00 PM	May 3, 2021, 7:20:20 PM	▶
2021/200101	In progress	NYPD	Other	CAD Searcher N/A	N/A	New	May 2, 2021, 2:00:00 PM	May 4, 2021, 12:34:52 AM	▶
2021/200105	In progress	NYPD	Criminal Mischief	CAD Searcher N/A	N/A	New	May 1, 2021, 12:00:00 PM	May 4, 2021, 10:28:20 AM	▶

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.

WORK FROM ANYWHERE

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.



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About NICE Public Safety & Justice

With over 3,000 customers and 30 years' experience, NICE helps all types of public safety and criminal justice agencies, from emergency communications and law enforcement, to prosecutors and courts, digitally transform how they manage digital evidence and data from beginning to end, to get to the truth faster. NICE's Evidencentral platform features an ecosystem of integrated technologies that bring data together to give everyone a single view of the truth, enabling public safety and justice agencies to do what they do better – whether it's responding to incidents, investigating and building cases, or prosecuting crimes. With comprehensive digital transformation solutions that can be deployed across entire counties and states, NICE also helps everyone work better together, so justice flows more smoothly, from incident to court.

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