



Inefficient Communications is a Crime.

This Police Department Laid Down the Law to Improve and Enhance Manual Processes.



Customer Challenge

Business Need

This metro area Police Department is one of the largest police forces in the United States and the police force has more work and interrelated organization contact than most departments. Minutes and seconds in dangerous cases are critical. Often times, SWAT teams need to be deployed, the National Crime Lab is communicating important case findings and the FBI is exchanging sensitive documents about shared cases. The manual faxing of documents is both time and resource intensive. The calling required to verify communications and transmit information between precincts is less than efficient. With a Fax Unit that is staffed 24/7 and a network of over 200 locations, streamlining processes was a necessity.

IT Issue

All of the manual processes that were in place were a huge logistical challenge. A comprehensive incident tracking system was already in place within the department. This meant that any new solutions that were needed required connectivity with the in-house software applications. With so many manual processes in place, there was no visibility to the escalation of events. Precincts had unreliable equipment that was resulting in delays in information transmissions and alerts.

Strem & Xerox Solution

Strem Alert was the first solution put in place. Using the Strem API, **Strem Alert integrated seamlessly with this Police Department's in-house incident tracking system, creating a fluid workflow and improved visibility** to the entire process. Strem Alert now automates the distribution of all critical fax communications to precincts around the city. Once the Strem system was in place, This Police Department asked Xerox to complete an office equipment assessment, which resulted in a decision to standardize all of their office equipment on a Xerox platform, knowing that Strem tightly integrated with Xerox equipment. Fax machines were eliminated, along with desktop printers, and **the increased efficiency found with the Strem and Xerox combined solution allowed this Police Department to re-assign 5 full-time employees from the Fax Unit to departments that were in dire need of more staff.** Alerts are now sent with complete real-time visibility to ensure messages are received by those who need it most, when they need it most.

Success Snapshot



Size: More Than 13,000 Officers

Profile: Department Responsible for Public Safety

Software and Services: Strem Fax, Alert & Connect

Vertical Industries: Government: Public Safety

Country/Region: United States

Business Need: Improve Efficiency, Faster Response Time & Real-Time Visibility

IT Issue: Inefficient Communications, Problematic Devices & Disconnected Systems

Solution Results: Improved Efficiencies, Saved Time & Money, Expanded Functionality of Existing Investments, Centralized Communications & Consolidated Solution

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