



Increase efficiency with a ruggedized, powerful mobile computing platform.

Henrico County, VA, has a sizeable team of uniformed and non-uniformed law enforcement professionals, including patrol officers, investigators, and detectives. In the late 1990s, they began a large mobile initiative aimed at increasing every officer's ability to access mobile information and communications with reliable efficiency and effectiveness.

Challenge

Outdated, obsolete mobile laptops used by the department were unable to run the latest law enforcement applications, which included myriad communications, data-recording, computer-aided-dispatch, automated records-management systems (RMS), and geographic information systems (GIS). The GIS software in particular required much more robust memory, processor speeds, and screen resolutions to build and show the detailed maps on which the officers depended.

The Henrico County police also wanted to standardize all of these mobile functions on a single platform for easier management, training, and ease of use. Furthermore, they understood that utilizing a standardized platform with an established provider—one who would be with them for the long term, and whose technology offered a clear upgrade path—would serve up the best solution.

The biggest hurdle would be expense—upwards of \$3.5 million. To even consider procuring the solution would require that it be phased in gradually.

Solution

GTSI presented their bundled Panasonic solution to Henrico County, enabling the department to use the new, available applications while providing a clear upgrade path to handle significant future enhancements. The promise of greatly enhanced functionality, the increased urgency for superb first-responder capability, and the availability of public safety funding helped the Henrico County police make the move to the new platform.

GTSI and Panasonic offered proven track records in delivering these solutions, in addition to their significant corporate stability. What's more, GTSI made sure to help Henrico County phase in the new Panasonic platform over a period of time, distributing financial outlay and minimizing disruption of police operations.

Result

The new Panasonic-based mobile solution is delivering faster primary and backup communications in times of emergency. In addition, Henrico officers enjoy the ability to create incident reports in their vehicles, transmitting them electronically back to the office.

GTSI was able to accommodate the county's budget constraints by including both mounting hardware in the unit configuration and a staged roll-out of the solution. As a further advantage, GTSI offered a single point of contact and project management assistance, which proved invaluable in easing the Henrico County police task load.

Benefits

The new solution conveys many benefits to Henrico County police:

- Better, faster, and more reliable communications mean much better police response in emergency situations.
- Improved cross-communications with fire and EMS ensure coordination and efficiency across services during emergencies, creating a unified effort instead of segmented response.
- Thanks to automated incident reporting and streamlined data entry, more officers remain on the street for longer periods of time, doing their job and staying in touch with the community.
- The phasing-in process helped Henrico spread expenditures across a number of budget periods, and the investment in the Panasonic solution now ensures a much higher total return on investment for Henrico County police.