

LAW ENFORCEMENT SOLUTIONS FROM SAP AND BUSINESS OBJECTS

A PLATFORM-BASED APPROACH TO PUBLIC SECURITY

The SAP® Investigative Case Management for Public Sector package – and other public security solutions from SAP and Business Objects, an SAP company – provide integrated support for the challenges that law enforcement and first responders face as they work to ensure public safety.

Law enforcement and intelligence officials face difficult, often dangerous incidents. You must respond 24x7, 365 days a year to crimes, terrorism, fires, and medical emergencies – and you have to do so faster and with a higher level of service and smaller budgets than in years past. You must also comply with complex regulations and meet increasingly demanding citizens' expectations.

The SAP® Investigative Case Management for Public Sector package helps law enforcement agencies deploy a business-process platform based on a flexible, proven, and scalable architecture. It offers a configurable entity-data model, based on people, objects, locations, and events, and it maintains investigative information. A workflow engine automates complex processes needed to support and manage rules, constraints, and protocols.

A Comprehensive Law Enforcement Framework

SAP Investigative Case Management for Public Sector provides the needed security to register, secure, maintain, and protect accurate and confidential data. This encompasses distributing, linking, and sharing information necessary among law enforcement organizations via role-based authorization that leverages the best IT security practices.

With these solutions, you can:

- Create, track, and manage cases and case elements during an investigation
- Handle relationships needed to support investigative processes
- Manage activities with alerts that help you make quick and effective decisions
- Quickly access case-related information and display it on a single screen

The package supports identity management and resolution so that you can obtain complete data on suspects, witnesses, and persons of interest. Use partner solutions to integrate identity management functionality with the latest biometric technologies, including ways to identify people based on fingerprints, iris and facial scans, and other physical characteristics. The solutions – based on the service-oriented architecture of the SAP NetWeaver® technology platform – support flexibility, efficiency, and reusability of Web-based services across your IT landscape while maintaining a trusted and secure environment.

Gain Real-Time Insight, Actionable Knowledge

Law enforcement, security, and intelligence agencies manage work and measure performance by analyzing leads, investigations, cases, and outcomes. The software helps you identify connections and patterns within the mass of seemingly unconnected data from many sources. With immediate access to the data, your investigators and analysts can:

- Uncover actionable information and prioritize critical data
- Identify, segment, prioritize, and screen cases and leads
- Improve reporting with a single, secure source of trusted, auditable, and actionable intelligence
- Analyze and visualize trends to increase effectiveness
- Obtain notification of new and critical information from alerts and dashboards
- Analyze current performance data and evaluate future planning options



Ready access to relevant information lets you easily manipulate, compare, and assess large, diverse data sets to identify anomalies that indicate criminal activity, illicit actions supporting terrorism, money laundering, tax evasion, and drug smuggling. The solutions help your agents:

- Improve productivity and effectiveness with full support for, and complete visibility into, the end-to-end investigative process
- Adhere to best practices and common approaches
- Generate reports about workload, performance, planning, investigations, patterns, and lessons learned

You can handle caseloads, match staffing to workloads, detect emerging backlogs and concerns, and use relevant data to generate instant investigation- and case-related and departmental reports. You can also track the use of personnel, funds, and other resources to prevent incidents, and allocate resources to the most critical cases.

Manage Sensitive Information – Securely

While under pressure to solve cases quickly, you must operate proactively to prevent additional threats and protect data and privacy during ongoing investigations. SAP public security solutions can help you share, synchronize, and protect case information. The software integrates processes for planning, assigning, executing, and evaluating intelligence-led operations. For example, you can synchronize an entity record across agencies while respecting privacy and best-practices requirements.

To ensure secure systems, SAP public security solutions support the following functions:

- Reliable authentication
- Single sign-on and role-based authorization
- Central user management
- Secure, encrypted information exchange
- Public key infrastructure support
- Secure document exchange with digital signatures

Obtain Advanced Visualization

You must gather volumes of public, private, and classified data to identify and react to warnings of events – such as terrorist plots – before they occur. Automated extraction technologies help you identify and link people, places, organizations, weapons, chemical compounds, phone numbers, license plates, vehicles, and other entities to each other and to places, times, and events such as purchases, sales, and identification numbers.

Search Intelligently

Intelligent, search engine-independent functionality helps you link queries to multiple search engines from a single query. You can easily search, retrieve, and analyze information from internal, external, and subscription data sources, internal networks, the Web, and services like Factiva or LexisNexis. A consolidated list of documents and navigation functionality lets you quickly drill down to the most relevant data.

Analyze Text

To determine hidden relationships, you can extract, categorize, summarize, and convert into useful text-based intelligence from a wide range of document

types – such as e-mails and Web-based and confiscated documents – in more than 30 languages. The software helps you use collected data to determine key relationships, concepts, and timelines. You can also set alerts to inform you of new or changing information.

Visualize Data

With the software, you can explore large hierarchies, networks, and connections across thousands of information objects to visualize large volumes of data, extract patterns, and understand relationships among millions of data elements.

View Time-Based Relationships

You can view patterns over long time frames and focus on specific time segments. Filters let you analyze combinations of numeric, geographic, categorical, and other structured information.

Map the Public Security Terrain

Integration with geographic information system (GIS) software from ESRI, an SAP software partner, provides rapid and accurate access to force-element information that the SAP software defines and manages. With the software, you can visualize and analyze people, locations, objects, and events in geographic context to determine relationships to each other and nearby critical infrastructure, population centers, and other geographic features.

Analyze and Manage Situations

You need adequate historical and other data to develop appropriate emergency responses; anticipate and analyze possible threats, incidents, risks, and emergencies; and mitigate future security and

safety occurrences. You must also make this information readily available to appropriate managers and coordinate all processes associated with situational analysis in a structured, real-time, and role-based way. SAP public security solutions help you capture in real time, collate, aggregate, analyze, assess, grade, and assign data and events within a business-process and role-based context to those who urgently need it.

Manage Identities, Information, and Intelligence

Complex and diverse intelligence-led or profile-based operations require you to manage and assess intelligence and deliver responses that include immediate intervention, case development, and arrests. You must collate, assess, grade, and manage intelligence- and identity-related processes, as well as correctly identify an entity and its relationship and context to a particular situation. You need to ascertain suspects' identities in an investigation, for example, or piece together evidence and other data to assemble a complete scenario.

The software helps you unify data-management processes across internal, national, and international organizational or functional boundaries with secure and auditable processes that adhere to applicable regulations and privacy laws. The processes must address individual agency needs for data storage, distribution, retention, and usage, and help you manage large data volumes.

Manage Investigative Cases

You have to manage investigative cases with an integrated, end-to-end process that supports specific legislative, operational, and administrative needs. Investiga-

tions require compliance with many sets of rules and policies and often involve complex forms and documents. They also entail procedural constraints related to the capture, tracking, and management of evidence, exhibits, witnesses, investigative actions, and suspects.

SAP public security solutions can help improve investigative and audit processes and practices and help you gauge their effectiveness. They support all aspects of complex, large-scale, and time-consuming investigations involving large numbers of witnesses, documents, exhibits, lines of inquiry, investigative teams, leads, calls, reports, and incidents. Workflow functionality helps you route data appropriately and alert key investigative specialists. You can integrate the software with third-party tools for visualization and text mining, GISs, and biometric solutions.

The solutions help you use and track best-practice activities for certain types of cases and meet proper standards for the treatment of evidence. Electronic access supports comprehensive document management that can help you record, store, classify, and retain case files and reports. Embedded forms help reduce errors and the processing time involved with standard forms and templates.

The Value of a Business Process Platform

SAP Investigative Case Management for Public Sector integrates strategic and operational data to help you plan and allocate resources. The integration of administrative, financial, logistic, and

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core operating data helps reduce decision cycle times, improve operational focus, enhance responsiveness and efficiency, and cut costs so you can assign resources to additional tasks.

With the solutions, you can:

- Automate complex processes, rules, constraints, and protocols needed to support operational best practices
- Streamline intelligence gathering, investigation processing, and identity management
- Increase productivity and efficiency with self-service access to information and by sharing case, investigative, and best-practice data
- Operate proactively to prevent threats
- Quickly identify crime trend changes to respond rapidly to crimes and potential terrorist threats
- Reduce time and administrative costs required to manage, resolve, and close cases

Find Out More

For more information about SAP for Public Sector, please call your SAP representative or visit us on the Web at www.sap.com/industries/publicsector/publicsecurity/index.epx.

Summary

The solutions for public security from SAP and Business Objects, an SAP company, can help law enforcement agencies manage the end-to-end investigative life cycle and coordinate, deploy, and monitor all types of investigations.

Business Challenges

- Eliminate the fragmented information that leads to reduced operational effectiveness and efficiency
- Improve data quality and integration of information, intelligence, resources, and assets
- Better handle the high volumes of information and digital content that complicate your ability to act on intelligence quickly
- Overcome lack of the cross-investigation visibility that hinders ready and secure access to valuable intelligence
- Achieve better, faster, cost-effective results and compliance with rules and due process
- Share data securely and comply with privacy, protection, and data-sharing legislation

Supported Business Processes and Software Functions

- **Case creation, tracking, and handling** – Improve agents' productivity and effectiveness
- **Investigative life-cycle management** – Handle resources, assets, exhibits, knowledge, skills, and intelligence throughout investigations
- **Data protection** – Share and synchronize case information securely
- **Advanced visualization** – Support investigation-related content retrieval and analytical tasks
- **Identity management** – Identify people via physical characteristics

Business Benefits

- **Reduced decision time** due to integrated data
- **Lowered costs** thanks to enhanced responsiveness and efficiency
- **Increased productivity** via self-service access to data and by sharing case, investigative, and best-practice data
- **Support for operational best practices** through automated processes, rules, constraints, and protocols
- **Streamlined intelligence gathering** as a result of enhanced investigation processing and identity management
- **Proactive operations** through quick identification of crime trends and response to crimes and potential terrorist threats

For More Information

Call your SAP representative or visit us online at www.sap.com/industries/publicsector/publicsecurity/index.epx.

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