



Request for Information for CAD/RMS System,

RFI #190062

Synergistic Software, Inc.

INNOVATIVE. TARGETED. SIMPLIFIED.

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CONTENTS

1. Introduction	4
1.1. Company Background	5
1.2. InterOp Advantages	7
2. InterOp Product Suite	8
2.1. InterOp CAD	8
2.1.1. Partner Integration	24
2.2. InterOp RMS/JMS.....	28
2.2.1. RMS Screen Shots	31
2.2.2. RMS/JMS Interfaces.....	39
2.3. InterOp Mobile w/ Mobile CAD.....	40
2.3.1. Mobile Fire/EMS	44
2.3.2. AVL.....	46
2.4. InterOp LiveScan	47
2.5. Other Products Available from SSI	49
2.5.1. InterOp Prison.....	52
2.5.2. ALPR.....	53
2.5.3. Live Earth with InterOp CAD Integration.....	60
3. System Architecture and Security.....	68
3.1. Security Access.....	68
3.2. Malicious Activity	69
3.3. Communications Channel	69
3.4. White Papers.....	70
4. Implementation Methodology.....	75
4.1. Implementation.....	75
4.1.1. Sample CAD Timeline.....	76
4.1.2. Sample RMS Timeline	79

4.2.	Data Migration	82
4.3.	Training	83
4.4.	Maintenance and Updates.....	84
4.5.	Support.....	85

**PAGES FROM THIS POINT FORWARD CONTAIN CONFIDENTIAL
AND/OR PROPRIETARY SYSTEM INFORMATION**

1. INTRODUCTION

To Whom it May Concern,

Synergistic Software, Incorporated is pleased to provide the following response for Request for Information regarding Computer Aided Dispatching and Records Management Solutions. Our InterOp Product Suite is a fully integrated, comprehensive public safety software suite that includes 911 Dispatching, Records Management, Jail Management, Mobile Dispatch, Field Reporting, AVL and E-Citation as well as LiveScan! These solutions are innovative, targeted, simplified and designed to connect the many different users and functions of public safety. Our Solutions provide InterOperability from dispatch to booking and everything in between.

The InterOp Product Suite gives agencies the tools it needs to enter data quickly and efficiently then push that information to various other users across any InterOp Platform. Thus reducing redundancy errors, saving time and preserving the integrity of the record. InterOp also helps connects neighboring agencies, like those in Chatham County, through the use of features such as multi-agency call transfers, Inter-Departmental chat and AVL, Broadcast Alerts, and Master Name involvement search tools.

From the time a call comes into the dispatch center, the details are populated into InterOp CAD directly from the phone system and plotted onto your GIS map. InterOp CAD can suggest units based on stored response scenarios, prompt dispatchers for medical questionnaires, and query national crime databases. What if a caller is traveling through and is unable to provide their location? InterOp CAD has you covered! Dispatchers can send a SMS to the caller which, when returned, plots the callers location directly on the call map ensuring the correct units are dispatched and service is provided as quickly as possible. Dispatchers can then push call information directly out to responders in the field.

InterOp Mobile units not only have access to call locations and types, but also complainant information, additional responding unit locations, images/floorplans and real time updates and remarks as they are entered by dispatch. This information can easily be used to generate any field report for law enforcement personnel or exported to a Fire or Emergency Services Reporting platform. Law enforcement users can push data directly to their local Record Management System as well as the detention center for easy booking.

At SSI, we believe in backing our products 100%. That's why when a new features are added to one of your InterOp products, you get them at no additional charge! As a local Georgia company, we believe that our clients should always be running the most updated technology available without additional cost to the tax payers. No other company responds to customer needs like SSI. We are there at every turn to help your agency do its job easily and accurately. Just ask any of our over 300 satisfied clients across the state.

The following confidential pages detail, in depth, the many advantages of the InterOp Product Suite and how utilizing InterOp CAD connects the 911 Center to the many Chatham County agencies currently utilizing one or more InterOp products. Please feel free to contact us directly should you have any additional questions.

Very Sincerely,

Shannon S. Garza
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1.1. COMPANY BACKGROUND

Founded in 2005, Synergistic Software Incorporated (SSI) is a Georgia Corporation operating under sub-section S. While we do provide Live Scan applications to a few International Airport clients, 98% of SSI revenue is generated from over 300 Georgia Law Enforcement Agencies. SSI strives to develop the most user-friendly and richly featured law enforcement software systems on the market. We offer our clients a full InterOp product suite including CAD, Records Management, Mobile Data, Live Scan, GCIC, and other specialized interfaces all tailored specifically for Georgia agencies.

SSI released our first InterOp Live Scan installation in 2005. We are now the leading live scan vendor in the State of Georgia with over 200 installation sites, many of which operating multiple systems.

In 2006, SSI released its InterOp Mobile Data system, followed by InterOp Records Management in 2007. Each of these products has been extremely successful, and often coexist at customer sites.

After much success, SSI began to expand our product offerings and released the first version of InterOp CAD in 2014, followed by the release of Mobile CAD that fall. The release of InterOp CAD has been a successful one, adding 22 additional agencies since that time, with other projects currently awaiting funding.

In 2016, we were approached by Warden Robert Jones, of the Carroll County Prison, to come and speak with his staff about the absence of solutions in the market that could truly meet their needs. We met with Carroll County Prison staff, hoping that our existing InterOp Jail Management Solution would be ideal for their needs. We quickly realized this solution was the proverbial square peg in a round hole, the same as most vendors have approached county prisons with. It was evident that this County Prison market needed its own product suite, focused on the unique responsibilities of County Prisons.

Our approach to development is unmatched in the public safety market. Like many of our products, InterOp Prison was developed alongside the end users. Spending time on-site with each user helped developers to understand the ins and outs of each users daily tasks of each. They were then able to pair that knowledge with the latest technology to provide advanced, comprehensive solutions to meet the needs of all users involved in daily operations.

SSI has seen steady growth throughout our history, and have managed that growth with well thought out products and superior, personal customer service. Of the 24 current SSI employees, all but 2 are actively engaged daily in customer support, customer training, and product development. Our ownership is hands on in every project and more accessible than any that can be found in our market.

What does that mean to the end user? It means that our commitment to customer support is not tongue in cheek. This commitment, when paired with our ardent practice of only spending on resources that have an appreciable impact our customer's experience, guarantees a growing continually satisfied customer base.

Since our inception in 2005, SSI has never experienced an operating loss, and only 2 years of declined revenue (2009 & 2010). During this recognized time of faltering economic environments almost every government sector in the Public Safety market was impacted. SSI's steady profits allowed for successful

acquisition of Plus Incorporated, a company with a long standing operation history in Georgia's law enforcement market. We were also able to grow staffing levels at a time when the jobs in most markets were scarce. Furthermore, SSI has never experienced any workforce reductions, layoffs, or stoppages.

As a principle since our inception, we have maintained an approach to fairly price our products and accompany them with sustainable annual maintenance and support fees. SSI has NEVER had to increase those fees on any client, a unique trait in our market. Our annual renewing contracts lend great weight to financial stability, as they cover 130% of all worker compensation and employment costs. Our goal is sustain 7-10% growth per annum, a rate which allows us to manage our growth properly while continuing to provide superior support for our existing customers instead of primarily focusing on new sales opportunities like many of our competitors.

1.2. INTEROP ADVANTAGES

SSI is pleased to provide Chatham County with information regarding our InterOp Product Suite including CAD and RMS. Our InterOp® Product Suite is scalable and fully integrated eliminating the need for a multi-software solution connecting your dispatchers directly to the officers in the field and back to the internal admin and command staff. Many agencies in Chatham County are already part of the InterOp Family, including:

- Bloomingdale Police Department
- Chatham County Police Department
- Chatham County Sheriff's Office Patrol Division
- Pooler Police Department
- Port Wentworth Police Department
- Savannah-Chatham County Public Schools
- Savannah-Chatham Counter Narcotics Team
- Thunderbolt Police Department

We also have pending proposals at two additional Chatham County agencies

These agencies are currently enjoying key benefits that are unique to SSI Products such as:

- SSI is the only vendor in the State with a server at the Georgia Criminal Information Center. This ensures that our clients get the fastest, most reliable service in GCIC/NCIC queries without the need or additional cost of a third party provider or interface.
- SSI is currently offers permission based, view only data sharing capabilities with other most agencies in Chatham County, including Bloomingdale Police Department, Chatham County Police Department, Chatham County Sheriff's Office, Pooler Police Department, Port Wentworth Police Department, Savannah-Chatham Public Schools Police and Thunderbolt Police Department as well as pending contracts for two additional Chatham County agencies.
- SSI is the only vendor offering case sharing capabilities to the Chatham County DA's office. This offers Investigators the ability to transfer case files from the RMS directly to the Chatham County DA's office InterOp viewing console.
- SSI is the only company that has a local office. In 2017 SSI opened a second location off Pooler Parkway in Chatham County. This location offers local technical representatives residing in Chatham County and more within one hour driving distance.
- SSI is the only vendor offering a stand-alone mobile solution. InterOp Mobile is not a cloud-based product and does not require a constant connection to an onsite server. Therefore, agents in the field can still be productive without the need for direct connection to the server.
- SSI's InterOp Mobile automatically queries the RMS database when running NCIC/GCIC queries to provide deputies with the most accurate subject details.
- InterOp Mobile boasts built-in dual authentication log on technology, eliminating the need for keycards or hardware dongle.
- SSI's InterOp RMS boasts a fully functional barcoding evidence and quartermaster systems that meets Georgia State Certification Standards.
- SSI's InterOp Product Suite has the ability to allow agencies using our services to communicate with each other via our Interdepartmental Chat feature.

2. INTEROP PRODUCT SUITE

2.1. INTEROP CAD

The InterOp CAD system was developed over a 2 year period before its initial release. Initial release took place in May 2014. SSI did not seek any additional CAD opportunities during the first 12 month incubation period of the system to allow for discovery of any flaws, bugs, incorrect work flow assumptions, etc.

We desired to give our CAD development team the space it needed to focus on the "last leg" of development of this product, the refining of features, extending efficiencies, etc. It has been a great success. Our customers are happy and well supported. We do occasionally receive new feature requests or notification of software bugs in the product. New development and innovation rarely occurs without some level of error, but such errors are typically minor and rectified quickly once made known. While our foray into the world of CAD is short according to industry terms at just 4 years, we believe that our unique ability to build software truly suited to the user's needs, not our bottom line, coupled with our unmatched accessibility to the customer has resulted in a product that is ahead of its time.

The InterOp CAD is a client-server architecture product utilizing Microsoft .Net development technologies for its user GUI, powered by Microsoft SQL server on the backend. All communications between remote InterOp sources (other agencies and GBI) and performed through TCP protocol via 256-bit encryption of data. System errors, significant events, etc. are logged via log file in the program directory. Per CJIS FIPS-140-2 user logons with GCIC access are logged our central logon server. The method is to track all user login attempts per CJIS compliance.

The InterOp CAD Database utilizes Microsoft SQL server. The database is the property of the 911 agency, while we restrict access to data from unauthorized users, network administrators and system administrators will have access to the raw database and data. We do not use any forms of encryption to scramble the data, all encryption done by the InterOp suites is done at the communication pipeline method, encrypting before and decrypting after transport.

The InterOp CAD has a multitude of agency, unit, and user level configurations. All of these configurations work to manipulate the workflow of data and processes in the system, as well as impacting the security level of each user and what features may be exposed to them for use.

With regards to Mobile CAD, the system has additional configuration at the Unit Level to control any and all CAD activities that are authorized to non-911 system users (i.e. deputies and officers). The CAD administrator and director have the sole discretion over use of the system from outside interfaces (i.e. mobile cad).

InterOp CAD is compatible with media and data types set forth in the NG911 standards. Additionally, similar interfaces for NG911 phone system data streams such as SMS (text) messages will be supported.

Key features of InterOp CAD include:

-- INTEROP CAD --

- Featuring SMS Geo-Location Service
- Calls for Service and Unit Management
- Seams NCIC Interface for vehicles and person, auto-date update on responses
- User customizable layouts, color schemes, and window arrangements
- Powerful Mapping interface leveraging web map tile servers and/or local GIS mapping files
- Customizable agency numbering, reporting, and SOPs
- ANI/ALI Interface to all 911 phone systems
- Integrated RMS query, unlimited remote system connections
- Integrated Mobile Unit AVL and Chat
- Silent Dispatching with InterOp® Mobile Data Systems
- Flexible reporting, web administrative overviews, much, much more....

--INTEROP MOBILE CAD --

- Calls for Service (silent dispatch) Unit Management
- NCIC response broadcast / sharing
- Officer created traffic stops / calls
- Supervisor dispatching and unit overviews
- Call location plotting and suggested routing
- Integrated RMS query, unlimited remote system connections
- Integrated Mobile Unit AVL
- Silent Dispatching with InterOp® Mobile Data Systems



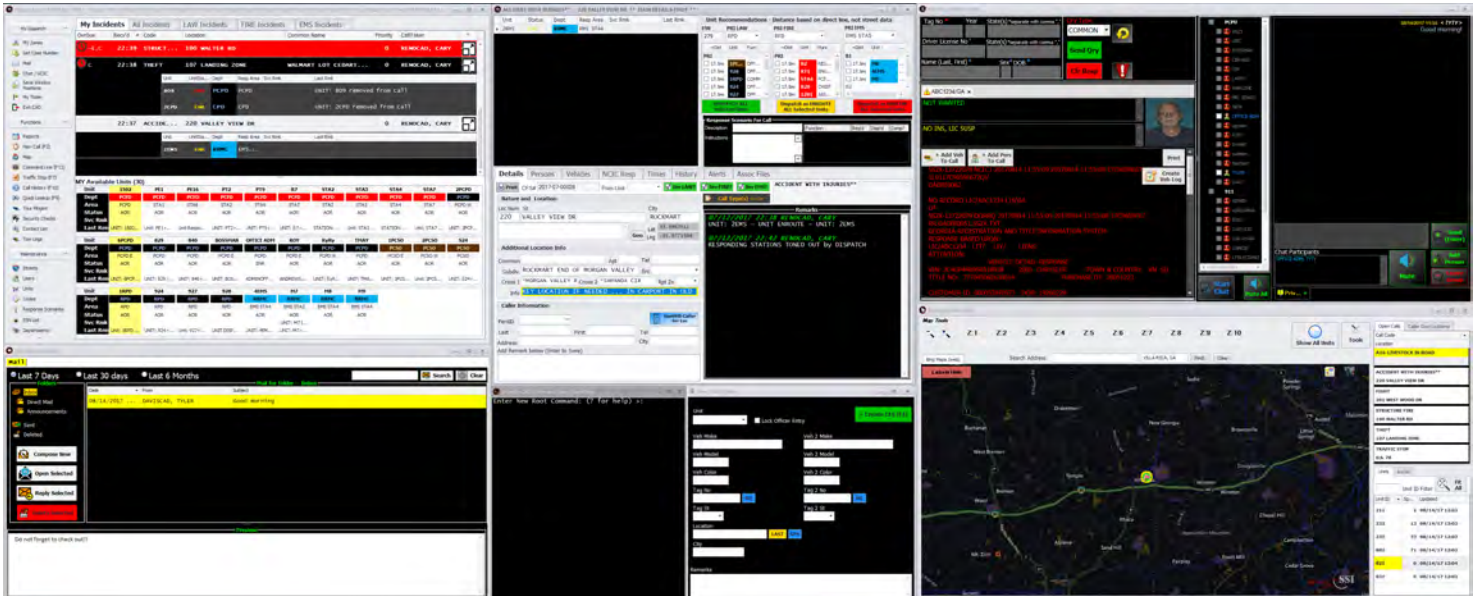
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Synergistic Software, Inc.

InterOp Computer Aided Dispatch

Unique Features

The InterOp CAD Suite and associated products provide a fully integrated dispatching and data access system to its users. By interfacing with 911 phone systems, mobile data units, local agency records management systems, and GCIC dispatchers are given the information they need to get the right resources assigned to calls quickly and safely.



- Integrated Multi-Agency data sharing to InterOp Customers at no cost**
 Share master level involvement data with other InterOp agencies to give your users rapid access to event and demographic data.
- Integrated Multi-Agency Call Transfer**
 Easily transfer call information to another dispatching agency with just the click of a button.
- Integrated Multi-Agency communications for chat, email, AVL, and alert broadcasts**
 InterOp offers the ability for agency to cross-communicate within chat and email applications, as well as display interdepartmental AVL (GPS) data to all users for aiding in agency assistance functions. Additionally, InterOp can automate the broadcast of alert information (10-99, Stolen vehicle, etc.) across all agencies within a defined scope, allow backup procedures to be enacted quicker and without user intervention.
- Independent State (GCIC) Communications**
 Synergistic Software is privileged to be the only records management vendor offering state criminal justice information access via our servers located in GCIC's data center. This architecture provides superior access to State data above using local communication mediums for access to State circuits. Our GCIC solution also has costs associated with state circuits and ORIs as other vendors do.
- Multi-State data parsing**
 InterOp gives officers the ability to parse NCIC/GCIC data returned queries into any name/vehicle field in their reporting system. Not only is importing such data nearly instant with a single click, InterOp is the ONLY company to offer this import ability from over 37 States! No other vendor comes close, typically requiring the client to pick one or two states for importing such data.
- Georgia-based company**
 Synergistic Software has two locations in Georgia, Pooler and Temple. Additionally, all active ownership and personnel reside in the State. We are proud to be the most prolific provider of Records Management, Jail Management, Mobile Data and Live Scan in Georgia, serving over 300 agencies, this is our home, our backyard, and will not be outdone in Georgia.
- 24/7 Live Support**
 Because we understand the need for a quick response, our support techs are available to our clients 24/7! No matter the time, no matter the day, you can easily directly reach a live tech without reaching a call center.

Some Notable Features Include:

- ◆ Active GCIC Alert warnings from Mobile Hits
- ◆ Automated Call Status, Duration, and Unit Alert timers (for ISO compliance and officer safety)
- ◆ Automated Unit Recommendation for Call Type and Response Areas
- ◆ BOLO Management and distribution
- ◆ Caller SMS Geo-Locator
- ◆ Dispatch Unit Stacking and Rollover
- ◆ Dispatcher/Shift Log and Notes
- ◆ Drag-and-Drop or Command Line functionality
- ◆ Duplicate Incident Detection
- ◆ Emergency Response Guide
- ◆ Full - Featured, Flexible and Robust Reporting
- ◆ Fully Customizable Dispatch Screens per user
- ◆ Geo-Address File Management w/ Contacts and Plans
- ◆ Incident Instructions
- ◆ Incident Notifications (email and SMS)
- ◆ Incident Scheduling Tool
- ◆ Incident Stacking
- ◆ Integrated GCIC query with return data population
- ◆ Integrated System Email Messaging (not internet based)
- ◆ Interactive Messaging (with dispatchers and mobile units)
- ◆ InterOp Mobile Data integration for field dispatching and unit updates
- ◆ Medical Priority Interface
- ◆ Mobile Data integration for field dispatching and unit updates
- ◆ Multi-RMS involvements query
- ◆ Narrative Spell Checker
- ◆ Premise Alerting
- ◆ Quick Key Conversion Utility
- ◆ Security Checks module
- ◆ Service Provider Rotation System
- ◆ Shorthand Remark Converter
- ◆ Street Alias Conversion
- ◆ Unit Recommendation Integrated Local GIS/ESRI or Web-based Mapping w/AVL

In addition to the many features of this product, InterOp CAD will fully integrate with the InterOp RMS and Mobile.

The InterOp Advantage

The InterOp CAD System gives your agency the tools it needs to enter data easily, without entering redundant data, and retrieve information quickly when needed.

Tired of Paying for New Features?

With InterOp, you get every feature, every module we offer at the same price. When new features are developed, you get them at no additional costs. No other provider can back their products like SSI, and no other company responds to customer needs like SSI. We will be there at every turn to help your agency do its job, easily and accurately.

Please call us today to see what we can offer your agency!

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Unit	Status	Dept	Resp Area	Sv...	...

Unit Recommendations - Distance based on direct line, not street data

ESN			PRI LAW			PRI FIRE			PRI EMS		
~Dist	Unit	Func	~Dist	Unit	Func	~Dist	Unit	Func	~Dist	Unit	Func

DISPATCH ALL Selected Units

Dispatch as ENROUTE ALL Selected Units

Dispatch as ONSCENE ALL Selected Units

Response Scenario For Call

Description	Function	Req'd	Disp'd	Comp?
Instructions				

Details

- Persons
- Vehicles
- NCIC Resp
- Times
- Alerts/Contacts
- Assoc Files

CFS#
 Prim Unit
 Inv LAW?
 Inv FIRE?
 Inv EMS?

Nature and Location

Loc Num St City
 Lat
 Lng

Call Type(s) ==>

Additional Location Info

Common Apt Tel
 Subdiv. Src
 Cross 1 Cross 2 Rpt Zn
 Info

Remarks

Caller Information

PersID
 Last First Tel
 Address City
 Add Remark below (Enter to Save)

Details

Persons

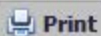
Vehicles

NCIC Resp

Times

Alerts/Contacts

Assoc Files



CFS#

Prim Unit

 Inv LAW? Inv FIRE? Inv EMS?**Nature and Location**

Loc Num

St

City

Geo

Lat

Lng

Additional Location Info

Common

Apt

Tel

Subdiv.

Src

Cross 1

Cross 2

Rpt Zn

Info

Caller Information

PersID



GeoSMS Caller for Loc

Last

First

Tel

Address

City

Add Remark below (Enter to Save)



Call Type(s) ==>

Remarks

InterOp Mobile Comm

Tag No * Year State(s) *separate with comma *

Driver License No * State(s) *separate with comma *

Name (Last, First) * Sex * DOB *

Qry Type: COMMON

Send Qry

Clr Resp

Start Chat

Mute All

- Dispatch: GREEN, PHILIP Zones: All Zones, for Law Resources
- My Dispatch**
- My Zones
 - Get Case Number
 - Mail
 - Chat / GCIC
 - Save Window Positions
 - My Ticker
 - Details Shown
 - Help
 - Exit CAD
- Functions**
- Reports
 - New Call (F2)
 - Map
 - Command Line (F11)
 - Traffic Stop (F7)
 - Call History (F10)
 - Quick Lookup (F9)
 - Tour Mngmt
 - Security Checks
 - Contact List
 - Tow Logs
- Maintenance**
- Scheduled Calls
 - Streets
 - Users
 - Units
 - Codes
 - Response Scenarios
 - ESN List
 - Departments
 - Wrecker Services
 - Quick Keys
 - Notification Rules

My Incidents | All Incidents | LAW Incidents | FIRE Incidents | EMS Incidents

OvrDue	Recv'd	Code	Location	Common Name	Priority	CallTaker
MY Available Units (0)						

InterOp CAD Map

Layers: AVL | Open Calls | All | Caller GeoLoc

Map Objects and Layers: Cities, Roads, CFS Pending, CFS Active

Search Address (separate key words with space): POOLER, GA

Map showing Savannah area with labels: Springfield, Rincon, Savannah, Hilton Head Island, Tybee Island, Hinesville, Milledgeville.

Details | Persons | Vehicles | NCIC Resp | Times | Alerts/Contacts | Assoc Files

Print CFS# Prim Unit Inv LAW? Inv FIRE? Inv EMS?

Nature and Location

Loc Num St City

Lat Lng

Additional Location Info

Common Apt Tel

Subdiv. Src

Cross 1 Cross 2 Rpt Zn

Info

Caller Information

PersID

Last First Tel

Address City

Add Remark below (Enter to Save)

Unit Recommendations - Distance based on direct line, not street data

ESN	PRI LAW	PRI FIRE	PRI EMS
~Dist	Unit	Func	~Dist
~Dist	Unit	Func	~Dist
~Dist	Unit	Func	~Dist

DISPATCH ALL Selected Units

Dispatch as ENROUTE ALL Selected Units

Dispatch as ONSCENE ALL Selected Units

Response Scenario For Call

Description	Function	Req'd	Disp'd	Comp?
Instructions				

Details | Persons | Vehicles | NCIC Resp | Times | Alerts/Contacts | Assoc Files

Print CFS# Prim Unit Inv LAW? Inv FIRE? Inv EMS?

Call Type(s) ==>

Nature and Location

Loc Num St City

Lat Lng

Additional Location Info

Common Apt Tel

Subdiv. Src

Cross 1 Cross 2 Rpt Zn

Info

Caller Information

PersID

Last First Tel

Address City

Add Remark below (Enter to Save)

Remarks

- My Dispatch** ^
 - My Zones
 - Get Case Number
 - Mail
 - Chat / GCIC
 - Save Window Positions
 - My Ticker
 - Details Shown**
 - Help
 - Exit CAD
-
- Functions** ^
 - Reports
 - New Call (F2)
 - Map
 - Command Line (F11)
 - Traffic Stop (F7)
 - Call History (F10)
 - Quick Lookup (F9)
 - Tour Mngmt
 - Security Checks
 - Contact List
 - Tow Logs
-
- Maintenance** ^
 - Scheduled Calls
 - Streets
 - Users
 - Units
 - Codes
 - Response Scenarios
 - ESN List
 - Departments
 - Wrecker Services
 - Quick Keys
 - Notification Rules

My Incidents							All Incidents	LAW Incidents	FIRE Incidents	EMS Incidents
OvrDue	Recv'd	Code	Location	Common Name	Priority	CallTaker				

MY Available Units (0)

Please Login with your Username and Password.

Username

Password

Login

Cancel

Old Password

New Password

New Password

Change Password and Login

Layers | AVL | Open Calls | Ali | Caller GeoLoc |

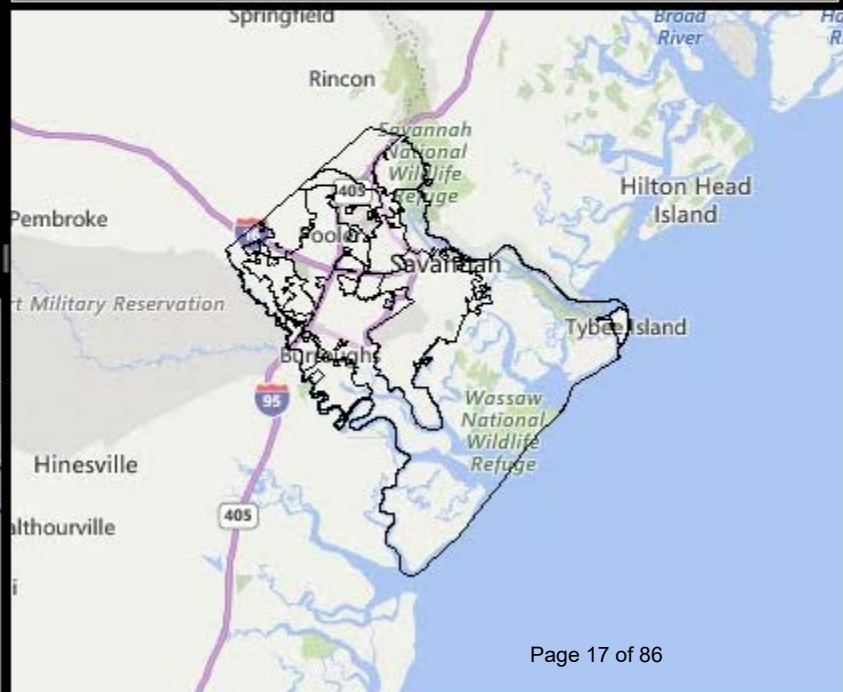
Map Objects and Layers

Cities

Roads

CFS Pending

CFS Active



Search Address (separate key words with space)

POOLER, GA

(use for web search only)



Go



Clear

Last	First
[Redacted]	

Person Info

ID ... OLN OLS Last Name First Name

Mid Name Address Apt City

Race Sex DOB SSN Phone

Involvement

+ Add Pers

- Del Pers

GCIC

Get RMS Alerts

Do Involve

Records Management Alerts

[Empty Table Area]

Show Notifications Related To:

Calls/Units in My Zones

Time	Unit	Notification Remark	Nature	Location	User	Go To
------	------	---------------------	--------	----------	------	-------

Call Times (first occurrence)

	Type	Min Overdue	Ovd?
Received			
Toned Out	Nature Identified	Toned Out Time	Elapsed
Stacked			see Remarks
Dispatched			0
Enroute			0
Onscene			0
Left 2nd Loc			
Arr 2nd Loc			
Completed			0
Duration	<input type="text"/>		

Units Assigned

--

Dispositions

--

Reactivate Call

+ Add Dispo

M... M... C... Tag



Vehicle Info

Tag **RQ** St Color

Make Model

Year Vin **RQ**

Owner Info

Last First

OLN OLS **DQ**

Race Sex DOB **DQ**

+ Add Veh **- Del Veh**

Get RMS Alerts

Records Management Alerts

Wrecker Cancelled?

Dispatch Next By Rotation **Dispatch By Request**

Dispatched

Wrecker ONSCENE **Wrecker LEFT SCENE**

Cancel Wrecker - by Dispatcher **Cancel Wrecker - Inavail to Respond**

Cancelled By Cancelled

+ Add Passenger Veh Wrecker

+ Add Commercial Veh Wrecker

Assigned Wrecker Co

Driver

Officer

Remarks

Choose your Zones Call and Unit Management

z1 - ZONE 1

z1 - ZONE 1

Accept

86 Cancel

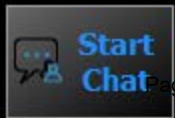
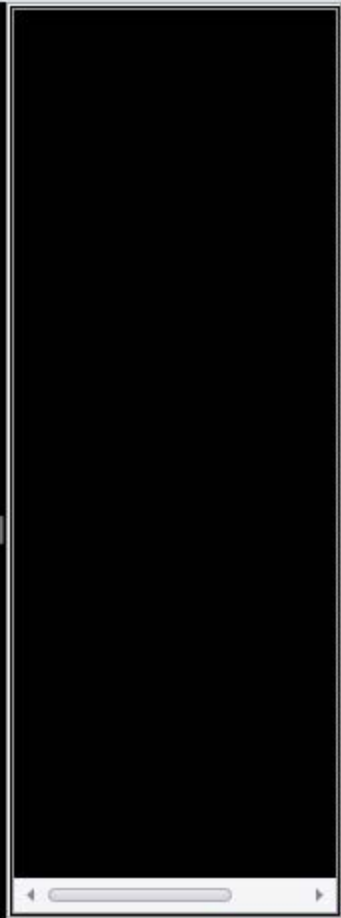
Tag No *	Year	State(s) *separate with comma *,*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Driver License No *	State(s) *separate with comma *,*	
<input type="text"/>	<input type="text"/>	
Name (Last, First) *	Sex *	DOB *
<input type="text"/>	<input type="text"/>	<input type="text"/>

Qry Type
COMMON



Send Qry

Clr Resp 



2.1.1. PARTNER INTEGRATION

At SSI we believe in "InterOp"-erability and data sharing for best success. That's why we partner with a multitude of other vendors to connect all of your platforms for ease of use. As our clients needs grow, so too does our list of optional interfaces. One such partner includes Ryan Public Safety Solutions who is proudly offers phone and text to 911 Services.

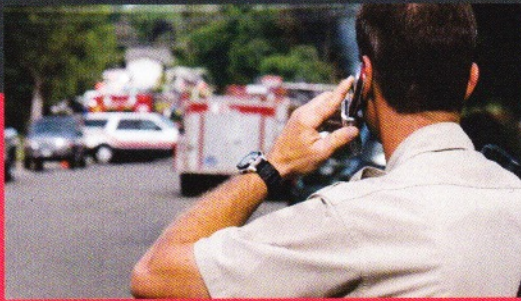
Another Partnership, new to SSI, is that with Live Earth. Live Earth is a Real Time visualization platform that connects data streams from various systems, sensors, vehicles and video, providing one operation view. Its unique and interactive features like, play, pause and rewind, instant alerts and out of the box integrations are intuitive and easy to use.

Originally developed for military use, Live Earth is trusted to manage complex and critical operations. The platform is CJIS ready and SOC II Compliant and designed to protect sensitive information. Live Earth is a trusted solution for top public safety and physical security organizations providing critical information and proactively helping solve real time problems that require a combined operations view.

Live Earth is discussed further on pages 60-68 .

Ryan Public Safety Solutions

Maintenance, Service & Reliability in Emergency Communications



We believe that your emergency communications equipment is only as good as the organization that services and maintains that system. Ryan Public Safety Solutions (RPSS) is a full service provider, fully staffed with a team of certified support personnel focused solely on the maintenance and optimal operation of your emergency communications equipment.

Proactively preventing problems is better than just resolving them.

RPSS support extends beyond providing reactive services whenever there is a problem. Our system monitoring and preventative maintenance programs allow us to identify issues before they can cause a problem and has proven to be the most effective way to minimize equipment failures.



A Name You Can Trust

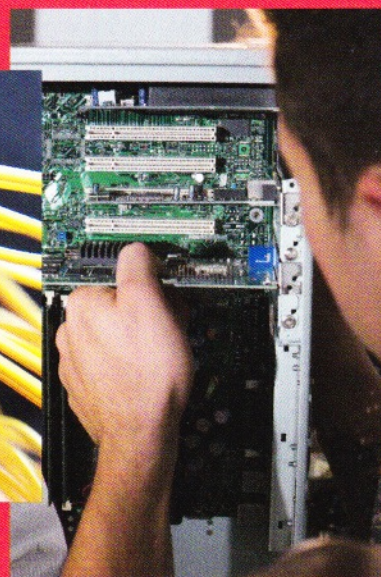
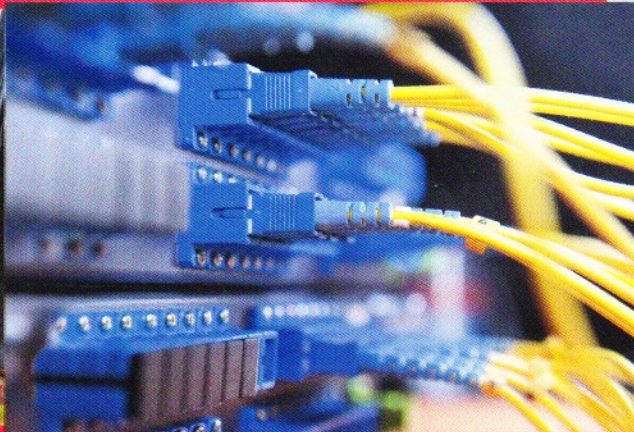
12110 US Highway 431
Guntersville, AL 35976
Tel 256-279-0082
Web rpss911.com

Having reliable, timely support is essential for uninterrupted operation.

RPSS offers a comprehensive portfolio of installation, training, and maintenance services to support the communications investments of 9-1-1 Centers and provides flexible solutions to address nearly any communications challenge. These services are backed by RPSS' reputation for quality and are supported by a highly trained and certified team of technicians committed to providing the support.

RPSS Offerings Include

- Products from Industry Leading manufacturers
- In-house engineering, installation, & training services (no subcontractors)
- Quick remote and on-site response for minimal interruption and repair time
- Expert diagnostic and issue resolution by certified support personnel
- Cost effective, flexible service agreements to lower total cost of ownership
- Access to the equipment's new features and capabilities as they are made available
- On-site quarterly preventative maintenance visits
- Remote system monitoring with email alerts
- Support line answered by trained technician; not an automated system

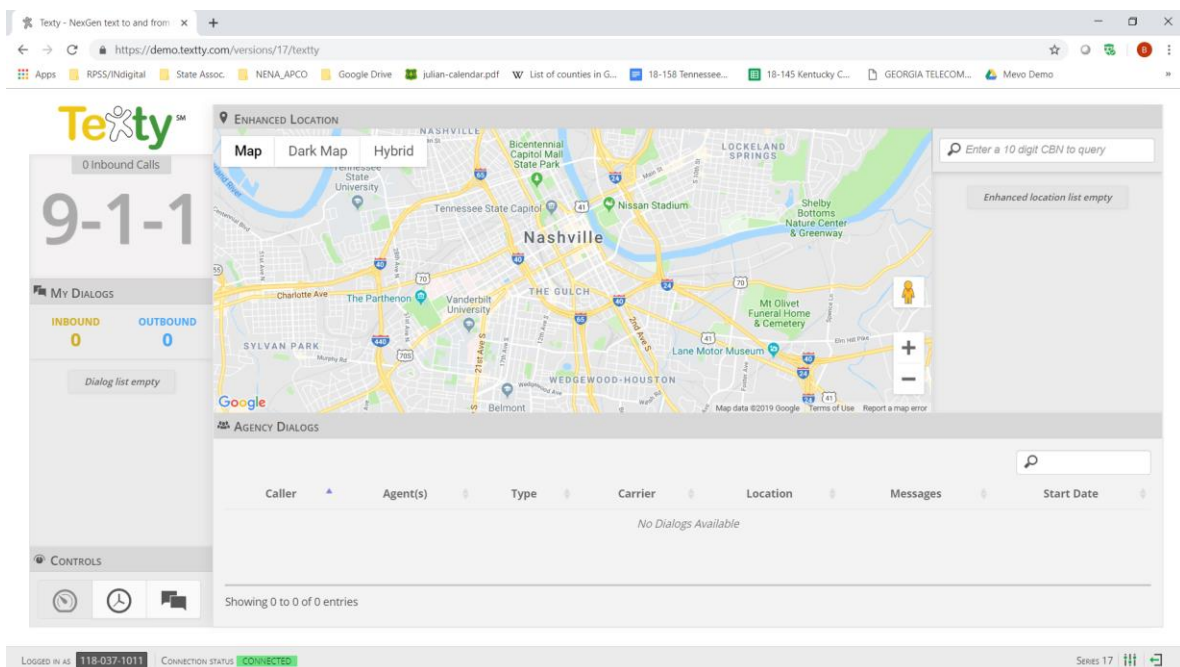


Contact us today for assistance with your emergency communication needs.

This is Text FOR 911, not just Text TO 911

Benefits of text for 911:

- Better access to 911 for people who have issues hearing and speaking
- Ability to connect in weak signal areas
- People who could be in danger if they make a voice call to 911
- Texty provides full documentation of transaction via CDR or CAD
- Outbound text FROM 911 results in higher resolution of hangups or disconnected calls
- Rapid SOS embedded for better location information
- Real Time Text (RTT) recommended by NENA coming soon



For More Information contact:

Bob Sabin, ENP 770.795.9084 – bob.sabin@rpss911.com

2.2. INTEROP RMS/JMS

SSI's InterOp Records Management is a favorite among Georgia Law Enforcement Agencies, offering the ability to manage all of their criminal, personnel, inmate, and property data in one location. No nickel and diming here, all modules are included as part of the InterOp RMS suite.

InterOp Records Management boasts features such as

- Incident Reporting w/ UCR, Diagramming, Photos, and Profiling
- Accident Reporting w/ Integrated Diagramming
- Citations, Traffic and Non-traffic
- Juvenile Complaint w/ JUV-96 Standard Output Format
- Warrants w/ GCIC upload through Criminiet
- Civil Process and Subpoena
- Pawn Slips Tracking w/ GCIC upload through Criminiet
- Sex Offender Management
- Vehicle Impound
- Use of Force
- High Speed Pursuit

- Intelligence / Suspect Tracking
- Field Interview w/ images
- Evidence Management w/ Barcoding, Inventory, and Chain of Custody
- Map Analysis maps your agencies data gathered through other involvements

- Fleet Maintenance
- Personnel & Training
- Monthly UCR Submittal w/ FTP (NIBRS reporting to be released as required by GBI)
- SCAAP Reporting
- Social Security Reporting
- Badge/ID Card Manager
- Global Narrative Search
- Master Name Search w/ GCIC Check
- Master Name Merge

SSI's InterOp Mobile Data Solution puts every tool your responding officers need, directly at their fingertips. SSI is the only vendor in the state offering a fully integrated GCIC query access, reducing the need for a third party provider. Our servers, located at the GBI headquarters, ensure our clients receive quick query responses and limited downtime.

Just like InterOp CAD, InterOp RMS and Mobile also offers a multitude of agency, unit, and user level configurations. From NCIC permissions to investigative case management, evidence and administrative or supervisory permissions, all of these configurations work to manipulate the workflow of data and processes in the system, as well as impacting the security level of each user and what features may be exposed to them for use. Permissions may be granted to user groups, such as Investigators for access sensitive, confidential case information which should not be available globally to all users with access to the system. Additionally, InterOp tracks all changes made to the database through the use of audit tables. Should a client need to identify any changes made to specific sections of a record, SSI support staff is able to provide user, date/time stamp and ip address information regarding these changes.



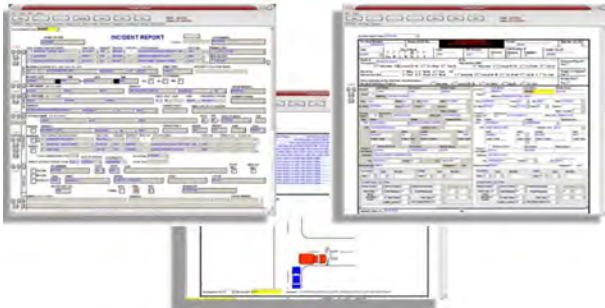
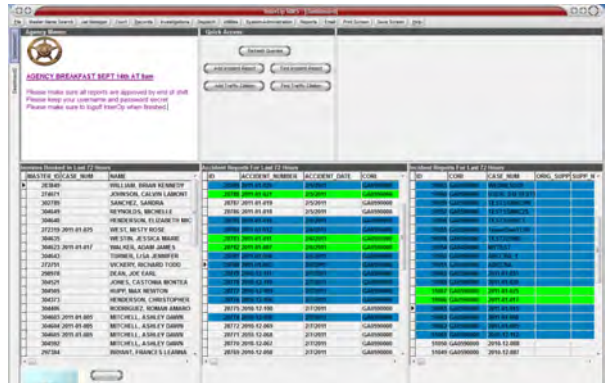
SYNERGISTIC SOFTWARE INC
 INNOVATIVE. TARGETED. SIMPLIFIED.

Synergistic Software, Inc.

InterOp RMS & JMS

Unique Features

The InterOp Records Management System and InterOp Mobile Data System are built specifically around the functionality needs and data workflow challenges faced by Georgia law enforcement agencies. No other solution provider can deliver a tailored, feature rich solution like InterOp, or match our customer support.



- Easy, Intuitive Input Forms modeled after Georgia State forms**
 Incident, Accidents, Citations, Juvenile Complaint and more user forms modeled to match standard State format input forms. All name fields can be auto-populated from the database, or populated from GCIC query returns.
- Integrated Multi-Agency data sharing to InterOp Customers at no cost**
 Share master level involvement data with other InterOp agencies in Chatham Co and surrounding areas to give your users rapid access to event and demographic data.
- Integrated Multi-Agency communications for chat, email, AVL, and alert broadcasts**
 InterOp offers the ability for agency to cross-communicate within chat and email applications, as well as display interdepartmental AVL (GPS) data to all users for aiding in agency assistance functions. Additionally, InterOp can automate the broadcast of alert information (10-99, Stolen vehicle, etc.) across all agencies within a defined scope, allow backup procedures to be enacted quicker and without user intervention.
- Rapid Arrest—Citation—Booking Data Transfer**
 InterOp has the ability for officers from any InterOp agency to quickly retrieve arrest and citation information into a InterOp Jail booking record to make processing a new inmate quick and absent of redundant data entry.
- Live Crime Mapping**
 Live Crime Map which plots real0-time stats as reported directly from the RMS
- Georgia-based company**
 Synergistic Software has two locations in Georgia, Savannah and Villa Rica. Additionally, all active ownership and personnel reside in the State. We are proud to be the most prolific provider of Records Management, Jail Management, Mobile Data and Live Scan in Georgia, serving nearly 400 agencies., this is our home, our backyard, and will not be outdone in Georgia.
- 24/7 Live Technical Support**
 Because we understand the need for a quick response, our support techs are available to our clients 24/7! No matter the time, no matter the day, you can easily directly reach a live tech without reaching a call center.
- LiveScan Booking Data Imports**
 InterOp JMS fully integrates with our LiveScan software affording the ability to import booking data directly into your Records Management System

Records Management

- ◆ **Incident Reporting** w/ UCR, Diagramming, Photos, and Profiling
- ◆ **Accident Reporting** w/ Integrated Diagramming
- ◆ **Citations**, Traffic and Non-traffic
- ◆ **Juvenile Complaint** w/ JUV-96 Standard Output Format
- ◆ **Warrants** w/ GCIC upload
- ◆ **Civil Process and Subpoena**
- ◆ **Pawn Slips Tracking** w/ GCIC upload
- ◆ **Sex Offender Management**
- ◆ **Vehicle Impound**
- ◆ **Use of Force**
- ◆ **High Speed Pursuit**

Mobile Field Reporting (Optional)

- ◆ **Incident Reporting** w/ UCR, Diagramming, Photos, and Profiling
- ◆ **Accident Reporting** w/ Integrated Diagramming
- ◆ **Citations** w/ GCIC Import and Barcode Scan
- ◆ **Juvenile Complaint** w/ JUV-96 Standard Output Format
- ◆ **Vehicle Impound**
- ◆ **Criminal Trespass Warnings**
- ◆ **Arrest Booking Sheet** (with printout)

Investigations & Intelligence

- ◆ **Intelligence / Suspect Tracking**
- ◆ **Field Interview** w/ images
- ◆ **Evidence Management** w/ Barcoding, Inventory, and Chain of Custody
- ◆ **Map Analysis** maps your agencies data gathered through other involvements

Administration & Utilities

- ◆ **Fleet Maintenance**
- ◆ **Personnel & Training**
- ◆ **Monthly UCR Submittal** w/ FTP
- ◆ **SCAAP Reporting**
- ◆ **Social Security Reporting**
- ◆ **Badge/ID Card Manager**
- ◆ **Global Narrative Search**
- ◆ **Master Name Search** w/ GCIC Check
- ◆ **Master Name Merge**

The InterOp Advantage

The InterOp Records and Jail Management System gives your agency the tools it needs to enter data easily, without entering redundant data, and retrieve information quickly when needed.

Tired of Paying for New Features?

With InterOp, you get every feature, every module we offer at the same price. When new features are developed, you get them at no additional costs. No other provider can back their products like SSI, and no other company responds to customer needs like SSI. We will be there at every turn to help your agency do its job, easily and accurately. **Please call us today to see what we can offer your agency!**

Jail and Inmate Management

- ◆ **Arrest Booking Process** w/ Digital Mugshot
- ◆ **Dual-Direction LiveScan Interface** allows your system to not only submit data to your LiveScan device, but also retrieve fingerprints, response messages, and charge information for later retrieval
- ◆ **Medical Screening**
- ◆ **Inmate and Jail Property Tracking**
- ◆ **Digital Signature Capture**
- ◆ **Population Assignment Lookups**
- ◆ **Inmate Classification**
- ◆ **Victim Notification Tracking**
- ◆ **Release Verification** checks to make sure all cash, property, and bond requirements have been met as well as all Victims notified (or attempted) before allowing release.
- ◆ **Inmate Cash Tracking**
- ◆ **Approved Prescriptions and Medication Disbursement Logging**
- ◆ **Medical / EMS Call Logging**
- ◆ **Inmate Movement / Activity Tracking** includes facility and cell transfers, inmate activities, transport, and weekender logs.
- ◆ **Inmate Visitation and Approval** allows your agency to approve visitors, print badges, and run visitors through GCIC name checks
- ◆ **Jail Incident Reporting** includes Incident details, involved inmates, involved employees, local and state charges, disciplinary actions taken, hearing and appeal logging.

Robust System Reporting

Gives you the ability to print system records in numerous formats with over 100 report combinations. Easily export reports to PDF for email or storage, or export to Excel, CSV, and other file types.

2.2.1. RMS SCREEN SHOTS

Quartermaster

The screenshot displays the Quartermaster software interface. The main window is titled "Quartermaster" and has three tabs: "My Inventory", "Orders", and "Items, Vendors, Other". The "My Inventory" tab is active, showing a table of inventory items. The first item is a "BALLISTIC VEST" with a make of "GALLS", model "", serial number "1234567890", category "PATROL", and received date "06/27/2019".

Below the table, there are buttons for "Add New Item", "Delete Item", and "Assign". The "Add New Item" button is highlighted with a green box. The "Delete Item" button is highlighted with a red box. The "Assign" button is highlighted with a green box. The "Barcode#" field is empty.

The "Inventory Item Information" section contains the following fields:

- CATEGORY: DUTY EQUIP
- DESCRIPTION: BALLISTIC VEST
- MAKE: GALLS
- MODEL:
- SERIAL NO: 1234567890
- RECVD DATE: 06/27/2019
- WARRANTY PERIOD: START: 05/01/2019, END: 05/01/2024
- EXPIRATION DATE: 05/01/2024
- CERTIFICATION DATA: DURATION: , UNIT: , NEXT CERT:
- ITEM NOTES:

The "Related Information" section contains the following fields:

- STATUS:
- CHANGE DATE:
- ORDER DATE / PO#:
- VENDOR:
- COST / RECVD DATE: 06/27/2019
- SIMILIAR ITEMS ASSIGNED: 0, AVAIL: 1
- RELATED GRANT:
- GRANT NOTES:

The "Item Transactions and History" section has tabs for "Issuance Log", "Maintenance Log", "Attachments", and "Certifications". The "Issuance Log" tab is active, showing a table with columns "Date", "To", and "To Loc". The first entry is "6/27/2019" issued to "DAVIS, TY...".

Below the table, there are buttons for "Add COC" and "Delete COC". The "Add COC" button is highlighted with a green box. The "Delete COC" button is highlighted with a red box. The "COC TRANSACTION TYPE" section contains the following fields:

- EVENT DATE: 6/27/2019
- Assigned Out:
- Returned To Stk?:
- Disposed?:
- EMPLOYEE ISSUED TO: DAVIS, TYLER
- TO DIVISION: PATROL
- ISSUED TO OTHER:
- NOTE:
- RETURN LOC:
- DISP CATEGORY:
- CONDITION NOTES: NEW

Investigations Console

Incident Case Manager Console

Case Queries

QUERY: Burglary

PRIV: ADMIN, SST

8 Total Cases for user query - Burglary

CASE #	INC DATE	EVENT	ADDRESS	LOCATION	INVESTIGATOR	VICTIM
TEST1		THEFT BY SHOPLIFTING - FELLOW	POOLER, GA, 31322			
171015004		ROBBERY	POOLER, GA, 31322			
171013040		SEXUAL BATTERY - MISDEMEANOR	RINCON, GA, 31322			
171009460		THEFT BY TAKING - FELLOW	POOLER, GA, 31322			
171003946		CRIMINAL TRESPASS	RINCON, GA, 31322			
171001001		BURGLARY - 1ST DEGREE (FELLOW)	POOLER, GA, 31322			
170928008		FINANCIAL TRANSACTION CARD FRAUD	POOLER, GA, 31322			
170203001		SALE, AUCTION, TRANSFER OR MOVEMENT OF INFECT...	POOLER, GA, 31322			

INCIDENT DETAILS

Case Number: TEST1 Inv. Case#:

Incident: Incident Family Violence Misc Incident

Active: Inactive: Exceptionally Cleared: Cleared By Arrest:

Clearance Code:

Incident Date: Report Date: 04/17/2017

Reporting Officer: AANERUD, D.

Approving Officer:

Investigator:

Incident Location: POOLER

EVENTS	COUNTS	H/F
THEFT BY SHOPLIFTING - FELLOW	(1)	

PERSONS

NAME	ROLE	RACE	SEX	AGE	DOB	PHONE

Print Incident Report Open Incident Form Print Case List Show Case Notes in Report Show Victims in Report

NARRATIVES AND SUPPLEMENTALS

Date: Type:

INVESTIGATIVE SUPPLEMENTALS

Date: Inv:

CASE MANAGEMENT NOTES

Date: Author:

Live Crime Map

InterOp Crime Map - last update as of 6/27/2019 3:04:46 PM, 96 Total Plotted Events, 1 Total Unplotted Events.

Date Range 1: Last 3 Days Set Label Color Date Range 2: Last 7 Days Set Label Color Date Range 3: Last 30 Days Set Label Color

Refresh Interval (sec): 2 Map Type: BingMap

Legend

- Assault/Battery
- Burglary
- Sexual Offenses
- Homicide
- Stolen Vehicle
- Larceny/Theft
- Criminal Trespass

RECORDS PLOTTED ON MAP

LAYER_NAME	MAP ICON	CASE_NUM	ADDRESS
Last 30 Days		19052968	213 BLEEDC...
Last 30 Days		19053102	126 HOUSE C...
Last 30 Days		19053232	1300 BANWA...
Last 30 Days		19053272	1210 STEWA...
Last 30 Days		19053329	106 ADAMO...
Last 30 Days		19053381	1492 NORTH ...

RECORDS "NOT" PLOTTED ON MAP

LAYER_NAME	CASE_NUM	ADDRESS
Last 30 Days	3981711	105 CARSON PLAC...

Evidence Manager

InterOp Evidence Management

Case#	Property Receipt#	Date Collected	Recovered By
130509550	3061	5/17/2013	ROLAND, ERIC 038
130611498	3174	6/13/2013	ALLEN, SHANE 026
130508326		5/21/2013	ASHLEY, BRAWNER 09

Case# 130611498

 Date/Time Obt: 6/13/2013 0004

 Receipt# 3174

 Receiver Off: ALLEN, SHANE 026

Name of Person from who Property was Obtained: _____

 NCIC Person Check? Yes No

 Date: _____ Results?: + -

 Address of Person Obtained From: _____

 Street: 123 TEST ROAD

 City, State, Zip: BREMEN, GA 31096 Phone: _____

 NCIC Firearms Check? Yes No

 Date: _____ Results?: + -

 Location of Property When Obtained: 100 BLOCK OF SCHOOLHOUSE LANE

Purpose for which obtained: EVIDENCE

Prop Receipt Items | Linked Files | Involved Persons

Assigned Investigator (from Incident Report): _____

BAR CODE: 12164 LOC: 01 STATUS: IN

Item #	Description	Item Details	Disposition
12	BACKPACK	ITEM NUM: 12 QTY: 1 U/M: ITEM DESCRIPTION: BACKPACK CONDITION: VALUE: SERIAL NUM: MANUF: MODEL:	DISPOSAL CATEGORY: DISP DATE: 8/28/2014 CODE: RETURNED TO OWNER ORDER DATE: 8/28/2014 ORDER REF #: 8876876 RETURNED TO: TEST RETURN REMARKS: BATCH CUSTODY TRANSACTION ON: 08/28/2014

Date	Time	Purpose	From Off.	To Off.	New Location
6/14/2013	0800	IN	MOON, KEITH 036	MOON, KEITH 036	707
8/28/2014	1545	RETURNED TO OWNER	BEATTY, JERRY JERRY	BEATTY, JERRY JERRY	01

Tools
 Evidence Reconciliations
 Batch Chain of Custody

Reports
 Item List for Location
 Items by Officer/Inv
 Unassigned by Age
 Undisposed Items
 Collection/Disposal
 Collection Date

Custom Reports
 Custom List - Undisposed Items
 Custom List - All Items

Evidence Manager

Standard Georgia Reporting

POOLER PD INCIDENT REPORT		Case #
GA 0100000		BLANK TEST
Internal Copy		
EVENT	INCIDENT TYPE	COUNTS INCIDENT CODE
	INCIDENT LOCATION	PREMISE TYPE
	INCIDENT DATE	WEAPON TYPE
VICTIM	COMPLAINANT	ADDRESS
	VICTIMS NAME	RACE SEX AGE DOB RESIDENCE PHONE BUSINESS PHONE
	ADDRESS	CENSUS TRACT EMPLOYER OR OCCUPATION
OFFENDER	STUDENT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YES, NAME VICTIM'S SCHOOL	
	WANTED	NAME RACE SEX DATE OF BIRTH AGE
	WARRANT	ADDRESS CENSUS TRACT HEIGHT WEIGHT HAIR EYES
VEHICLE	ARREST	CHARGES COUNTS OFFENSE CODE OFFENSE / ARREST JURISDICTION
	STOLEN	TOTAL NUMBER ARRESTED ARREST AT OR NEAR OFFENSE SCENE DATE OF OFFENSE
	RECOVD	TAG NUMBER STATE YEAR V.I.N. PLATE ONLY VIN PLATE ONLY
WITNESS	SUSPECTS	YEAR MAKE MODEL STYLE COLOR
	IMPOUND	MOTOR SIZE (CID) AUTO MAN SPD INSURED BY
	NAMES	TRANS. ADDRESS PHONE NUMBER
PROPERTY	VEHICLES	CURRENCY, NOTES, ETC.
	CLOTHING	OFFICE EQUIP.
	FIREARMS	CONSUMABLE GOODS
ADM	RECOVERED	JEWELRY, PREC. METALS
	RECOVERED	TV, RADIO, ETC.
	RECOVERED	LIVESTOCK
CLEAR	GCIC ENTRY	PROPERTY RECOVERY INFO ONLY
	WARRANT	THEFT/RECOVERY
	VICTIM WILL PROSECUTE	DATE OF THEFT
DRUG	MISSING PERSONS	JURIS. CODES
	VEHICLE	1 = CITY
	ARTICLE	2 = COUNTY
NARRATIVE	UNIF. FOLLOW UP	3 = STATE
	PHOTO TAKEN?	4 = OUT OF STATE
	VIDEO/AUDIO	5 = UNKNOWN
DID INVESTIGATION INDICATE THAT THIS INCIDENT WAS DRUG RELATED? <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, INDICATE THE TYPE OF DRUG(S) USED BY OFFENDER <input type="checkbox"/> 1-AMPHETAMINE <input type="checkbox"/> 2-BARBITURATE <input type="checkbox"/> 3-COCAINE <input type="checkbox"/> 4-HALLUCINOGEN <input type="checkbox"/> 5-HEROIN <input type="checkbox"/> 6-MARIJUANA <input type="checkbox"/> 7-METHAMPHETAMINE <input type="checkbox"/> 8-OPIUM <input type="checkbox"/> 9-SYNTHETIC NARCOTIC <input type="checkbox"/> U-UNKNOWN		
REPORTING OFFICER	NUMBER	APPROVING OFFICER
ADMINOFFICE, SSI	OFFICE	
		ASSIGNED INVESTIGATOR
		NUMBER

Agency Case Number		Agency NCIC Number		GEORGIA MOTOR VEHICLE CRASH REPORT				County			Date Rec. by DOT
170203001		GA0250400						CHATHAM			
Estimated Crash		Dispatch		Arrival		Total Number of			Inside City Of		
Date	Time	Date	Time	Date	Time	Vehicles	Injuries	Fatalities	POOLER		
02/03/2017	12:00 AM			02/03/2017	12:00 AM						
Road of Occurrence						At Its Intersection With			<input type="checkbox"/> Corrected Report		
Not At Its Intersection With						Of			<input type="checkbox"/> Sup To Original		
<input type="checkbox"/> Miles <input type="checkbox"/> North <input type="checkbox"/> East <input checked="" type="checkbox"/> Feet <input type="checkbox"/> South <input type="checkbox"/> West									<input type="checkbox"/> Hit and Run		
Latitude (Y)		Longitude (X)									
(Format) 00.00000		(Format) -00.00000		32.0345648293013		-81.0142135620117					
Unit # <input type="checkbox"/> Crew <input type="checkbox"/> Ped <input type="checkbox"/> Bike LAST NAME FIRST NAME MIDDLE NAME 1 TEST TEST1						Unit # <input type="checkbox"/> Crew <input type="checkbox"/> Ped <input type="checkbox"/> Bike LAST NAME FIRST NAME MIDDLE NAME 2 TEST2 TESTER					
<input type="checkbox"/> Susp At Fault Address City State Zip DOB RINCON GA 31322 01/01/1960						<input type="checkbox"/> Susp At Fault Address City State Zip DOB UNKNOWN GA					
Driver's License No. Class State Country 11111111						Driver's License No. Class State Country NONE					
Insurance Co. Policy No. Telephone No. TEST TEST						Insurance Co. Policy No. Telephone No.					
Year Make Model 0						Year Make Model					
VIN Vehicle Color						VIN Vehicle Color					
Tag # State County Year ABC123 0						Tag # State County Year					
Trailer Tag # State County Year 0						Trailer Tag # State County Year					
<input checked="" type="checkbox"/> Same as Driver Owner Last Name First Middle TEST TEST1						<input checked="" type="checkbox"/> Same as Driver Owner Last Name First Middle TEST2 TESTER					
Address City State Zip RINCON GA 31322						Address City State Zip UNKNOWN GA					
Removed By: TEST						Removed By: TEST					
Alcohol Test: Type: Results: Drug Test: Type: Results: 1 2 FAIL 2						Alcohol Test: Type: Results: Drug Test: Type: Results:					
First Harmful Event: 1 Most Harmful Event: 2 Operator/Ped Cond: 4						First Harmful Event: Most Harmful Event: Operator/Ped Cond:					
Operator Contributing Factors: 2 3 5 26						Operator Contributing Factors:					
Vehicle Contributing Factors: 1 Roadway Contributing Factors: 1						Vehicle Contributing Factors: Roadway Contributing Factors:					
Direction of Travel: 1 Vehicle Maneuver: 1 Non-Motor Maneuver: 1						Direction of Travel: Vehicle Maneuver: Non-Motor Maneuver:					
Vehicle Class: 1 Vehicle Type: 2 Vision Obscured: 4						Vehicle Class: Vehicle Type: Vision Obscured:					
Number of Occupants: 1 Area of Initial Contact: 1 Damage to Veh:						Number of Occupants: Area of Initial Contact: Damage to Veh:					
Traffic-Way Flow: 1 Road Comp: 1 Road Character: 3						Traffic-Way Flow: Road Comp: Road Character:					
Number of Lanes: 2 Posted Speed: 10 Work Zone: 0						Number of Lanes: Posted Speed: Work Zone:					
Traffic Control: 0 Device Inoperative <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No						Traffic Control: Device Inoperative <input type="checkbox"/> Yes <input type="checkbox"/> No					
Citation Information:						Citation Information:					
COMMERCIAL MOTOR VEHICLES ONLY						COMMERCIAL MOTOR VEHICLES ONLY					
Carrier Name Address City State Zip						Carrier Name Address City State Zip					
U.S.D.O.T.# No. of Axles G.V.W.R.						U.S.D.O.T.# No. of Axles G.V.W.R.					
Cargo Body Type Vehicle Config. <input type="checkbox"/> Interstate <input type="checkbox"/> Intra-state Fed. Reportable <input type="checkbox"/> Yes <input type="checkbox"/> No						Cargo Body Type Vehicle Config. <input type="checkbox"/> Interstate <input type="checkbox"/> Intra-state Fed. Reportable <input type="checkbox"/> Yes <input type="checkbox"/> No					
C.D.L.? <input type="checkbox"/> Yes <input type="checkbox"/> No C.D.L. Suspended? <input type="checkbox"/> Yes <input type="checkbox"/> No						C.D.L.? <input type="checkbox"/> Yes <input type="checkbox"/> No C.D.L. Suspended? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Vehicle Placarded? <input type="checkbox"/> Yes <input type="checkbox"/> No Hazardous Materials? <input type="checkbox"/> Yes <input type="checkbox"/> No						Vehicle Placarded? <input type="checkbox"/> Yes <input type="checkbox"/> No Hazardous Materials? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Released? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, Name of 4 Digit Number from Diamond or Box: _____ One Digit Number from Bottom of Diamond: _____						Released? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, Name of 4 Digit Number from Diamond or Box: _____ One Digit Number from Bottom of Diamond: _____					
<input type="checkbox"/> Ran Off Road <input type="checkbox"/> Down Hill Runaway <input type="checkbox"/> Cargo Loss or Shift <input type="checkbox"/> Separation of Units						<input type="checkbox"/> Ran Off Road <input type="checkbox"/> Down Hill Runaway <input type="checkbox"/> Cargo Loss or Shift <input type="checkbox"/> Separation of Units					

POOLER POLICE DEPARTMENT
UNIFORM TRAFFIC CITATION, SUMMONS AND ACCUSATION

No **ABC000002**

Court Case Number _____ NCIC Number _____
Upon _____ Month _____ (Day) 19 _____ (Year) 2018 at 14:38 _____ A.M. _____ P.M.

SECTION I
REGISTRAR

Operator License No. _____
License Class or Type _____ State _____ Endorsements _____ Expires _____
Name _____ (Last) _____ (First) _____ (Middle) _____
Address _____
City _____ State _____ Zip Code _____
DOB _____ Hair _____ Hgt _____ Wgt _____ Sex _____ Eyes _____
Veh Yr. _____ Make _____ Style _____ Color _____
Registration No. _____ Yr. _____ State _____

SECTION II
OFFENSE

COL YES NO ACCIDENT YES NO INJURIES YES NO FATALITIES YES NO
 2-LANE RD DRIVER REQUESTED ACCURACY CHECK NASCAR RACER BOAT
Within the State of Georgia, did commit the following offense: SPEEDING - Clocked by ANIMAL VEHICLE OTHER
(Serial # _____) Calibration/Check _____ at _____ MPH in a _____ zone
 DUI (First Administration) OOD DEATH FIRE OTHER DUI Test Results _____
TEST ADMINISTERED BY (If Applicable): _____
OFFENSE (Other than above) _____
In Violation of Code Section _____ of State Law Local Ordinance

REMARKS _____

SECTION III
LOCATION

WEATHER Clear Cloudy Rainy Other Fog Haze Other
ROAD Dry Wet Ice Other
SURFACE Concrete Asphalt Dirt Other
TRAFFIC Light Medium Heavy
LIGHTING Daylight Darkness Other
COMMERCIAL VEHICLE INFORMATION Commercial Vehicle Violation Hazardous Material Violation (PLACARD) ISV Passenger Vehicle

County of _____ and _____ miles _____ of (city) _____
on _____ at or near _____ mile post _____, or within (city) _____
within (secondary location) _____
OFFICER (Print) _____ ADMIN, SSI _____ Badge # _____ SSI _____ Div. _____
You are hereby ordered to appear in Court to answer this charge on the _____ day of _____ at _____ in the _____ Court at _____, Georgia.

SECTION IV
NOTICE

NOTICE: This citation shall constitute official notice to you that failure to appear in Court at the date and time stated on this citation to dispose of the cited charges against you shall cause the designated Court to forward your driver's license number to the Department of Motor Vehicle Safety, and your driver's license shall be suspended (Georgia Code 17-5-11 and 40-5-56). The suspension shall remain in effect until such time as there is a satisfactory disposition in this matter or the Court notifies the Department of Motor Vehicle Safety.

SECTION V
OFFICER

LICENSE DISPLAYED IN LIEU OF BAIL YES NO RELEASED TO
SIGNATURE ACKNOWLEDGES SERVICE OF THIS SUMMONS AND RECEIPT OF COPY OF SAME

SIGNATURE _____
ARRESTING OFFICER'S CERTIFICATION
The undersigned has read and reasonably grounds to believe, and does believe, that the person named herein has committed the offense set forth, contrary to law.

SIGNATURE _____ Signature of Arresting Officer _____ Badge # _____ SSI _____

AUTHORIZED AND APPROVED PURSUANT TO: _____
CODE 40-13-1 - D.P.S. REG. 570.19

DUPLICATE

AGENCY CASE NO. _____

NCIC _____

CITATION NUMBER
TEST00529

COURT COPY

COUNTY OF HALL		AGENCY			LATITUDE 33.721263		AGENCY CASE NO 2019-06-00005	
CITY OF Temple					LONGITUDE -85.016912		COURT CASE NO	
DAY OF WEEK Thu	MONTH JUNE	DAY 06	YEAR 2019	TIME OF DAY 17:25				
LOCATION OF OCCURENCE Villa Rosa Road					LOCATION DESCRIPTION			

PERSON

DEFENDANT	NAME (FIRST) JOHN	NAME (MIDDLE) WALTER	NAME (LAST) WAGNER	DATE OF BIRTH & AGE 2/28/1926 / 93	JUV <input type="checkbox"/>	R W	S M	HGT 600	WGT 220	HAIR	EYES BRO	
	OTN 1234567890	PLACE OF BIRTH		OLN / ID NUMBER 053870573	STATE GA	TYPE OF ID DRIV LIC	ID EXPIRES 2/28/2011					
	SCARS/MARKS/TATTOOS TRIBAL ON LEFT ARM					ENDORSEMENTS NONE						
	STREET 105 HIGH RIDGE DR			CITY ATHENS		STATE GA	ZIP CODE 30606	PROBATION / PAROLE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO				
	DATE OF ARREST 06/06/2019		LOCATION OF ARREST VILLA ROSA RD/ROCKING DOUBLE D RD									
	DEFENDANT EMAIL TEST@GMAIL.COM				DEFENDANT CELL#							

VEHICLE

TAG / REG ABC1234	STATE GA	EXPIRATION 06/06/2021	VIN 2C4GP44R95R518938	YEAR 2005	MAKE CHRYSLER	MODEL / COLOR TOWN & COUNTRY	SIL
----------------------	-------------	--------------------------	--------------------------	--------------	------------------	---------------------------------	-----

CHARGE


IN VIOLATION OF		VIOLATION LEVEL			
CODE SECTION	CODE DESCRIPTION	GEORGIA CODE	COUNTY ORDINANCE	CITY ORDINANCE	MUST APPEAR BEFORE JUDGE
16-7-21	CRIMINAL TRESPASS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NARRATIVE

The undersigned certifies and swears that he/she has just and reasonable grounds to believe that the above named Defendant did commit, at the place and time aforementioned, the above violation(s) of law.

CITATION ARREST NARRATIVE

Empty box for citation arrest narrative.

OFFICER NAME ADMIN, SSI	OFFICER SIGNATURE 
ID NO SSI5	ORGANIZATION / UNIT PATROL

COURT INFORMATION

YOU ARE HEREBY ORDERED TO APPEAR BEFORE / REPORT TO THE	DEFENDANT SIGNATURE:
MUNICIPAL	
TEST	
TEST	
	COURT DATE: 11/09/2016
	COURT TIME: 14:00 <input checked="" type="checkbox"/> AM <input type="checkbox"/> PM
To answer the above charge. Your failure to appear shall result in a warrant issued for your arrest to be brought to court to answer the charge(s) above.	
By my signature, I authorize the court or a third party on their behalf to send text messages or phone calls to my cell phone to convey information regarding court appearances. I understand that standard text messaging rates will apply. I also understand that I may revoke this permission in writing at any time by filing a notice to "opt-out" with the clerk. THIS SUMMONS/CITATION IS ISSUED BY AUTHORITY OF THE LAWS OF THE STATE OF GEORGIA.	

STATE OF GEORGIA
CITATION, ACCUSATION & SUMMONS
GA0100000
TEST00529

COURT COPY

ARRESTING OFFICER CERTIFICATE

The undersigned being duly sworn upon his/her oath, deposes and states that s/he has just and reasonable grounds to believe, and does believe that the person named on the reverse side committed the offense therein set forth, contrary to the law.

Sworn and subscribed before me this _____ day of _____, 20____

Notary / (Deputy) Clerk Officer Badge #

PROSECUTING OFFICIAL CERTIFICATE

IN THE _____ COURT OF _____

On behalf of the people of the state of Georgia, the undersigned, as prosecuting attorney for the city of county and state aforesaid, does hereby charge and accuse the person named on the reverse side of this citation with the offense named on the reverse side of this citation and that said offense was committed in the city/county and at the location named and at the time named on the reverse side of this citation. This offense was committed contrary to the laws of the state, the good order, peace and dignity thereof.

DISTRICT ATTORNEY/SOLICITOR/PROSECUTING OFFICIAL _____

APPEARANCE, PLEA, AND WAIVER

I, _____ have been advised that I am being charged with the offense named on the reverse side of this citation and that the minimum punishment that I can receive is _____ months imprisonment and/or a \$ _____ fine; and that the maximum punishment that I can receive is _____ months imprisonment and/or a \$ _____ fine. I have been advised of my rights to be represented by an attorney or that an attorney will be provided for me if I am determined to be indigent; to plead not guilty and be tried by a judge or jury; to confront the witnesses against me; and to not give incriminating evidence against myself. I hereby waive these rights; state that I have not been induced by any threat or promise to enter this plea, and do freely and voluntarily enter my plea.

This _____ day of _____, 20____.

ACCUSED _____

ATTORNEY _____

As Judge of the _____ COURT of _____, I have advised the above-named accused as indicated above of his/her rights, the nature of the charges against him/her and the possible consequences of the plea as entered. I am satisfied that there is a factual basis for the guilty plea which the accused has entered and that it was entered freely and voluntarily with understanding of the nature of the charge and the consequences of the plea.

JUDGE _____

DISPOSITION AND SENTENCE

COURT _____ COURT DATE _____ CASE#: _____

DEFENDANT PLEA: GUILTY NOT GUILTY NOLO CONTENDERE IN PERSON BY MAIL
TRIAL: JURY NON-JURY BENCH **VERDICT:** GUILTY NOT GUILTY
Other Action: BOND FORFEITURE NOL PROS NO RECORD DEAD DOCKET DISMISSED 1st OFFENDER CONDITIONAL DISCHARGE

SENTENCE: Fine/Fee \$ _____ Probation _____
CONDITIONS/OTHER: _____

JUDGE: _____

[Each agency should insert specific appearance instruction here and may include: methods for contacting the court, website information, map diagrams, any alternative dispute resolution which may be available, e-filing options, or procedures for resolving court conflicts or signing up for electronic notifications from the court.]

2.2.2. RMS/JMS INTERFACES

At SSI we believe in InterOperability and data sharing for best success. That's why we partner with a multitude of other vendors to connect all of your platforms for ease of use. As our clients needs grow, so too does our list of optional interfaces. Some of the most common interfaces currently operational include, but are not limited to:

RMS

- CarFax
- GEARS
- CrimeReports
- FivePoints
- LInX
- Citation Exports to various Courts
- FBI N-DEX

JMS

- **COMMISSARY**
 - Keef
 - Kimbles
 - McDaniel Supply
 - Stewart

- **INMATE COMMUNICATIONS**
 - Correct Solutions
 - Innovisit
 - Homewav
 - Paytel
 - Securus
 - Smart Jail Mail
 - Telmate

- **INMATE MEDICAL**
 - Correct Health
 - IHS Pharmacy
 - Wellpath

2.3. INTEROP MOBILE W/ MOBILE CAD

SSI's InterOp Mobile Data Solution puts every tool your responding officers need, directly at their fingertips. SSI is the only vendor in the state offering a fully integrated GCIC query access, reducing the need for a third party provider. Our servers, located at the GBI headquarters, ensure our clients receive quick query responses and limited downtime.

With InterOp Mobile, officers can easily retrieve GCIC driver's license or vehicle information with the push of a button. Results of these GCIC queries can be seamlessly imported into various fields and forms throughout the application including incident, accident, e-citation, and vehicle impound forms. Most of our customers can easily write one violator multiple citations and be back in service in under 5 minutes. We pride ourselves on keeping your units safe and efficient. InterOP Mobile Data System is tailored for officers with seamless NCIC access, telescoping queries, real time unit mapping and the fastest E-Ticket solution available anywhere! Our mobile solution includes:

- CJIS encryption and advanced authentication compliant
- AVL / Real-time unit mapping with GPS and street data. Map sources can be GIS files or web maps.
- Non-web based User Chat
- Offline and Online capabilities
- E-Citations with Instant data population from GCIC, scanned ID, etc. including the new UTC required by HB407 effective July 1, 2019
- Interface to local court system
- Full reporting suite: Incident, Accident, Impound, Trespass, Ticket, Field Interview, Juvenile, Arrest, and more...
- Automatic RMS name queries from NCIC/GCIC queries
- NCIC/GCIC Hit Alert Broadcast to all units
- User customized dashboards for reporting, shift overviews, etc.
- Multi-agency name and vehicle data searches
- FULLY and SEAMLESSLY integrated with InterOp CAD and InterOp RMS.
- Stealth/Incognito Mode available for Investigative or Administrative units (permission based)

InterOp Mobile CAD provides units with real time access to Calls for Service Details. With InterOp Mobile CAD users can:

- Calls for Service (silent dispatch) Unit Management
- NCIC response broadcast / sharing
- View real time call notes/remarks and updates as they are entered by dispatchers
- Officer created traffic stops / calls
- Supervisor dispatching and unit overviews
- Call location plotting
- Integrated RMS query, unlimited remote system connections
- Integrated Mobile Unit AVL
- Silent Dispatching with InterOp® Mobile Data Systems

InterOp Mobile was built with the safety of it's users as a key focus. Unlike many other solutions that offer partially integrated solutions and require users to toggle between multiple windows while responding to calls, InterOp offers users all the information needed in one location and allows them to easily switch views with the tap of the screen.



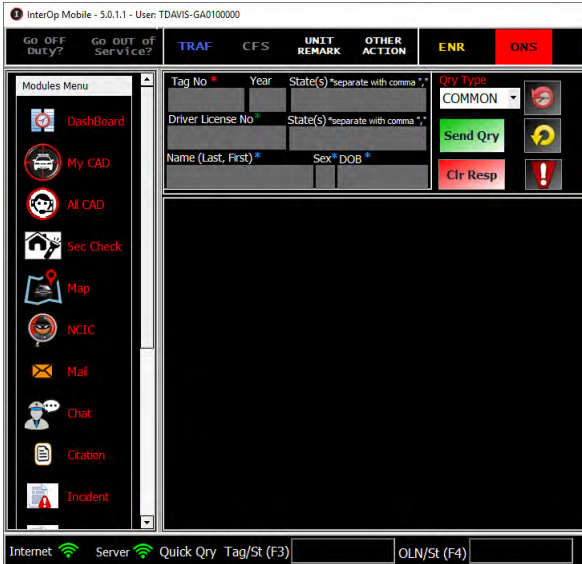
SYNERGISTIC SOFTWARE INC
 INNOVATIVE. TARGETED. SIMPLIFIED.

Synergistic Software, Inc.

InterOp Mobile Data System

Unique Features

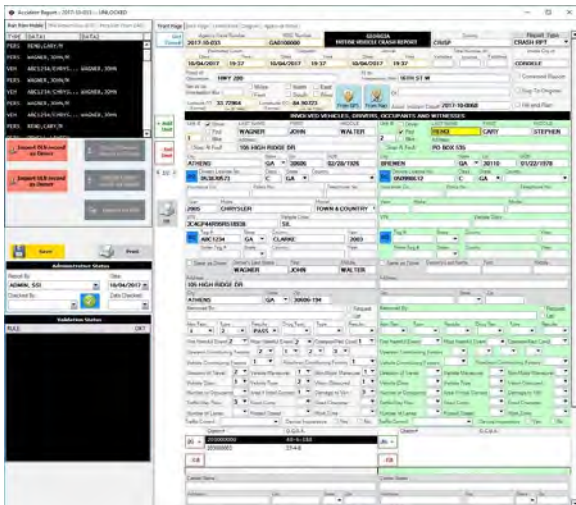
The InterOp Records Management System and InterOp Mobile Data System are built specifically around the functionality needs and data workflow challenges faced by Georgia law enforcement agencies. No other solution provider can deliver a tailored, feature rich solution like InterOp, or match our customer support.



- **Easy , Intuitive Input Forms modeled after Georgia State forms**
 Incident, Accidents, Citations, Juvenile Complaint and more user forms modeled to match standard State format input forms. All name fields can be auto-populated from the database, or populated from GCIC query returns.

- **Integrated Multi-Agency data sharing to InterOp Customers at no cost**
 Share master level involvement data with other InterOp agencies in surrounding areas to give your users rapid access to event and demographic data.

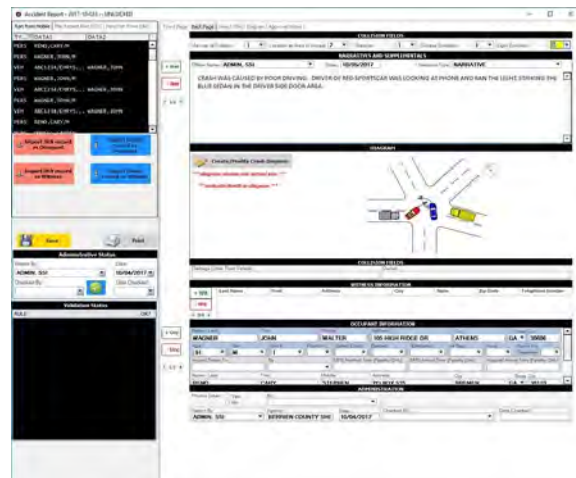
- **Integrated Multi-Agency communications for chat, email, AVL, and alert broadcasts**
 InterOp offers the ability for agency to cross-communicate within chat and email applications, as well as display interdepartmental AVL (GPS) data to all users for aiding in agency assistance functions. Additionally, InterOp can automate the broadcast of alert information (10-99, Stolen vehicle, etc.) across all agencies within a defined scope, allow backup procedures to be enacted quicker and without user intervention.



- **Rapid Arrest—Citation—Booking Data Transfer**
 InterOp has the ability for officers from any InterOp agency to quickly retrieve arrest and citation information into a InterOp Jail booking record to make processing a new inmate quick and absent of redundant data entry.

- **Independent State (GCIC) Communications**
 Synergistic Software is privileged to be the only records management vendor offering state criminal justice information access via our servers located in GCIC's data center. This architecture provides superior access to State data above using local communication mediums for access to State circuits. Our GCIC solution also has costs associated with state circuits and ORIs as other vendors do.

- **Multi-State data parsing**
 InterOp gives officers the ability to parse NCIC/GCIC data returned queries into any name/vehicle field in their reporting system. Not only is importing such data nearly instant with a single click, InterOp is the ONLY company to offer this import ability from over 37 States! No other vendor comes close, typically requiring the client to pick one or two states for importing such data.



- **Georgia-based company**
 Synergistic Software has two locations in Georgia, Savannah and Villa Rica. Additionally, all active ownership and personnel reside in the State. We are proud to be the most prolific provider of Records Management, Jail Management, Mobile Data and Live Scan in Georgia, serving nearly 400 agencies., this is our home, our backyard, and will not be outdone in Georgia.

Mobile Reporting with E-Citation

- ◆ Incident Reporting w/ UCR, Diagramming, Photos, and Profiling
- ◆ Accident Reporting w/ Integrated Diagramming
- ◆ Citations w/ GCIC Import and Barcode Scan
- ◆ Juvenile Complaint w/ JUV-96 Standard Output Format
- ◆ Vehicle Impound
- ◆ Criminal Trespass Warnings
- ◆ Arrest Booking Sheet (with printout)
- ◆ Multi-agency name and vehicle data searches
- ◆ Interface with Local Court System

GCIC and AVL

- ◆ AVL / Real-time unit mapping with GPS and street data. Map sources can be GIS files or web maps.
- ◆ Seamless NCIC Access with out the need for 3rd party software
- ◆ CJIS encryption and advanced authentication compliant
- ◆ NCIC/GCIC Hit Alert Broadcast to all units
- ◆ Automatic RMS name queries from NCIC/GCIC queries
- ◆ Instant data population from GCIC, scanned ID, etc.

Fully Integrates with InterOp Records Management System and InterOp CAD

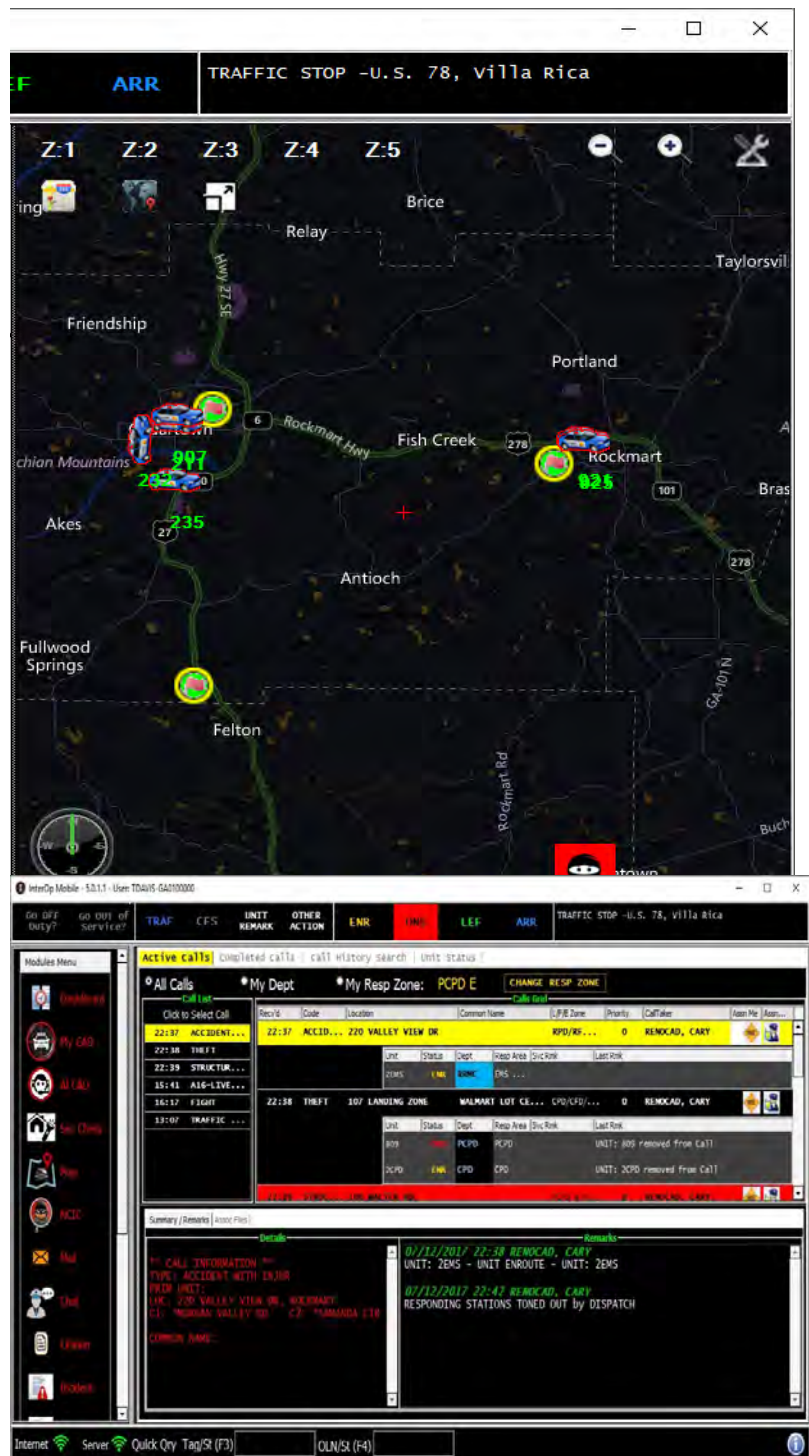
The InterOp Advantage

The InterOp Records and Jail Management System gives your agency the tools it needs to enter data easily, without entering redundant data, and retrieve information quickly when needed.

Tired of Paying for New Features?

With InterOp, you get every feature, every module we offer at the same price. When new features are developed, you get them at no additional costs. No other provider can back their products like SSI, and no other company responds to customer needs like SSI. We will be there at every turn to help your agency do its job, easily and accurately.

Please call us today to see what we can offer your agency!



Synergistic Software, Inc.
 251 Villa Rosa Rd.
 Temple, GA 30179
 888-7GET-SSI
www.GetSSI.com

InterOp Mobile - 5.0.1.1 - User: TDAVIS-GA0100000

Go OFF Duty? Go OUT of Service? TRAF CFS UNIT REMARK OTHER ACTION ENR **ONS** LEF ARR TRAFFIC STOP -U.S. 78, Villa Rica

Modules Menu: Dashboard, My CAD, AI CAD, Sec Check, Map, NCIC, Mail, Chat, Citation, Incident

Form Fields:

- Tag No * Year State(s) *separate with comma *
- Driver License No * State(s) *separate with comma *
- Name (Last, First) * Sex * DOB *

Qry Type: COMMON
 Send Qry
 Clr Resp

Map View: Z:1 Z:2 Z:3 Z:4 Z:5
 Locations: Friendship, Rockmart Hwy, Fish Creek, Rockmart, Antioch, Felton, Fullwood Springs, Akes, chian Mountains, Relay, Brice, Taylorsvil, Portland, Bras, 101, 278, 279, 277, 276, 275, 274, 273, 272, 271, 270, 269, 268, 267, 266, 265, 264, 263, 262, 261, 260, 259, 258, 257, 256, 255, 254, 253, 252, 251, 250, 249, 248, 247, 246, 245, 244, 243, 242, 241, 240, 239, 238, 237, 236, 235, 234, 233, 232, 231, 230, 229, 228, 227, 226, 225, 224, 223, 222, 221, 220, 219, 218, 217, 216, 215, 214, 213, 212, 211, 210, 209, 208, 207, 206, 205, 204, 203, 202, 201, 200, 199, 198, 197, 196, 195, 194, 193, 192, 191, 190, 189, 188, 187, 186, 185, 184, 183, 182, 181, 180, 179, 178, 177, 176, 175, 174, 173, 172, 171, 170, 169, 168, 167, 166, 165, 164, 163, 162, 161, 160, 159, 158, 157, 156, 155, 154, 153, 152, 151, 150, 149, 148, 147, 146, 145, 144, 143, 142, 141, 140, 139, 138, 137, 136, 135, 134, 133, 132, 131, 130, 129, 128, 127, 126, 125, 124, 123, 122, 121, 120, 119, 118, 117, 116, 115, 114, 113, 112, 111, 110, 109, 108, 107, 106, 105, 104, 103, 102, 101, 100, 99, 98, 97, 96, 95, 94, 93, 92, 91, 90, 89, 88, 87, 86, 85, 84, 83, 82, 81, 80, 79, 78, 77, 76, 75, 74, 73, 72, 71, 70, 69, 68, 67, 66, 65, 64, 63, 62, 61, 60, 59, 58, 57, 56, 55, 54, 53, 52, 51, 50, 49, 48, 47, 46, 45, 44, 43, 42, 41, 40, 39, 38, 37, 36, 35, 34, 33, 32, 31, 30, 29, 28, 27, 26, 25, 24, 23, 22, 21, 20, 19, 18, 17, 16, 15, 14, 13, 12, 11, 10, 9, 8, 7, 6, 5, 4, 3, 2, 1

Internet Server Quick Qry Tag/St (F3) OLN/St (F4)

InterOp Mobile - 5.0.1.1 - User: TDAVIS-GA0100000

Go OFF Duty? Go OUT of Service? TRAF CFS UNIT REMARK OTHER ACTION ENR **ONS** LEF ARR TRAFFIC STOP -U.S. 78, Villa Rica

Modules Menu: Dashboard, My CAD, AI CAD, Sec Check, Map, NCIC, Mail, Chat, Citation, Incident

Active Calls | Completed Calls | Call History Search | Unit Status

All Calls My Dept My Resp Zone: PCPD E CHANGE RESP ZONE

Rec'd	Code	Location	Common Name	L/E Zone	Priority	CallTaker	Assn Me	Assn...
22:37	ACCIDENT...	220 VALLEY VIEW DR	RPD/RF...		0	RENOCAD, CARY		
22:38	THEFT	107 LANDING ZONE	WALMART LOT CE...	CPD/CFD/...	0	RENOCAD, CARY		
22:39	STRUC...	100 WALTER RD	PCPD W/H...		0	RENOCAD, CARY		

Summary / Remarks | Assoc Files

Details:

- ** CALL INFORMATION **
- TYPE: ACCIDENT WITH INJUR
- PRIM UNIT:
- LOC: 220 VALLEY VIEW DR, ROCKMART
- C1: *MORGAN VALLEY RD C2: *SAMANDA CIR
- COMMON NAME:

Remarks:

- 07/12/2017 22:38 RENOCAD, CARY
- UNIT: 2EMS - UNIT ENROUTE - UNIT: 2EMS
- 07/12/2017 22:42 RENOCAD, CARY
- RESPONDING STATIONS TONED OUT by DISPATCH

Internet Server Quick Qry Tag/St (F3) OLN/St (F4)

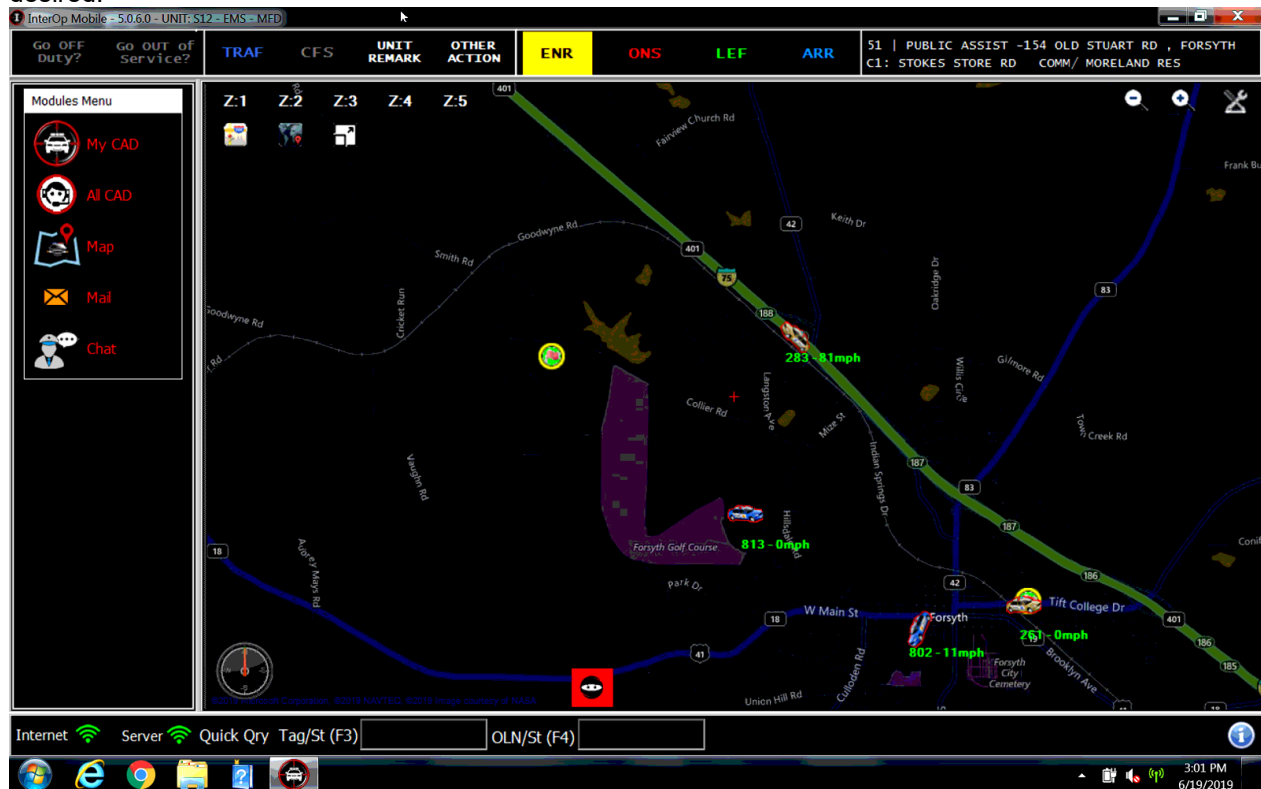
2.3.1. MOBILE FIRE/EMS

InterOp Mobile CAD for Fire/EMS is the component used by Fire and EMS agencies across the state to electronically communicate with the local 911 center.

Fire/EMS mobile users are able to receive real time call information including location, caller information, call notes, unit response information and mapping.

Premise information submitted to the 911 center such as pre-plans, knox box codes, blue prints, security alerts, key holders, etc will also be available to InterOp Fire/EMS Mobile CAD users. For example, if a unit is dispatched to a fire alarm call at a business and the above information has been submitted to the CAD center, responding units will be able to view fire pre-plans, key holder contact information, or other premise alerts available while on scene or while en-route allowing responding units to make the most informed decisions when responding to calls.

Information from Mobile Fire/EMS can then be pushed directly to the Fire or EMS Reporting Systems if desired.



InterOp Mobile - 5.0.6.0 - UNIT: S12 - EMS - MED

Go OFF duty? Go OUT of Service? TRAF CFS UNIT REMARK OTHER ACTION ENR ONS LEF ARR 51 | PUBLIC ASSIST -154 OLD STUART RD , FORSYTH C1: STOKES STORE RD COMM/ MORELAND RES

Modules Menu

- My CAD
- AI CAD
- Map
- Mail
- Chat

Add New Remarks

Add Remark below (Enter to Save)

Unit	Status	Dept	Resp Area	Svc Rmk	Last Rmk

Units Assigned to Call

REMOVE ME

ASSN OTHER

Details | Assoc Persons / Vehicles | Times | Premise Alerts | Assoc Files

CFS# 2019-06-02561 Type S1 | PUBLIC ASSIST Prim Unit 255

Location

Loc Num 154 St OLD STUART RD City FORSYTH

Additional Location Info

Common MORELAND RES Apt

Info

Cross 1 STOKES STORE RD Cross 2

Caller Information

Last MORELAND First WILLIE MAE Tel 478-394-2302

Addr 154 OLD STUART RD City FORSYTH

Remarks

06/19/2019 14:46 OWENS, 703
UNIT: S12 - UNIT DISPATCHED

06/19/2019 14:46 OWENS, 703
UNIT: E2 - UNIT DISPATCHED

06/19/2019 14:47 WATTS, 703
UNIT: E2 - UNIT ENROUTE -

06/19/2019 14:49 WATTS, 703
UNIT: S12 - UNIT ENROUTE - MIL: 115.6

06/19/2019 14:55 WATTS, 703
UNIT: E2 - UNIT: E2 removed from Call

Internet Server Quick Qry Tag/St (F3) OLN/St (F4)

InterOp Mobile - 5.0.6.0 - UNIT: S4 - EMS - MED

Go OFF duty? Go OUT of Service? TRAF CFS UNIT REMARK OTHER ACTION ENR ONS LEF ARR

Active Calls | Completed Calls | Call History Search | Unit Status

CHANGE RESP ZONE

All Calls | My Dept | My Resp Zone: | Calls Grid

Click to Select Call	Rec'd	Code	Location	Common Name	L/F/E Zone	Priority	CallTaker	Assn Me	Assn...
08:36 81 BUS...	08:36	81	...	LANGFORD ALLERGY C...		0	COLBERT, 702		
10:10 67 TRA...									
13:52 51 PUB...									
14:50 132 FRAUD									
14:54 81 BUS...									
15:02 TRAFFIC ...									

Unit	Status	Dept	Resp Area	Svc Rmk	Last Rmk
261	ONSC	MCSO	MCSO		ON Duty -
10:10 67 ... PEACH CO					0 COLBERT, 702
421	ONSC	MCSO			UNIT LEFT FOR OTHER LOC -
13:52 51 ... 154 OLD STUART RD ... MORELAND RES					0 OWENS, 705

Summary / Remarks | Assoc Files

Details

** CALL INFORMATION **
TYPE: 81 | BUSY AT
PRIM UNIT: 261
LOC: LANGFORD ALLERGY CLINIC, FORSYTH

Remarks

06/19/2019 08:37 COLBERT, 702
UNIT: 261 - UNIT DISPATCHED

06/19/2019 08:37 COLBERT, 702
UNIT: 261 - UNIT ONSCENE

Internet Server Quick Qry Tag/St (F3) OLN/St (F4)

3:07 PM 6/19/2019

2.3.2. AVL

InterOp AVL (Automatic Vehicle Location) provides your agencies with real-time actionable GPS data for emergency, fleet, and first responder vehicles and is built into the InterOp Mobile Products.

The InterOp AVL product utilizes multiple GPS/Cellular offerings to collect and submit real time data our mapping engine. Additionally, in most instances we can utilize existing hardware serving the same purpose at an agency (for instance the routers in place EMS vehicles).

For fleet, and non-MDT enabled vehicles, we recommend use of the Calamp LMU-2620 GPS/4g Verizon modem. This device runs autonomously, installed in a hidden location in each vehicle, and submits data at any point desired with no user interaction. The configuration on these units can be customized to submit data for specific events, speeds, and environmental conditions. They are both affordable and reliable.

Most agencies throughout Chatham County, currently using InterOp Mobile are equipped with a USB Style GPS puck for AVL purposes providing reliable GPS data for the lowest cost.

Regardless of how AVL data is received by the InterOp AVL server, it is available to all appropriate personnel via integrated InterOp solutions or through standalone viewer and replay solutions.

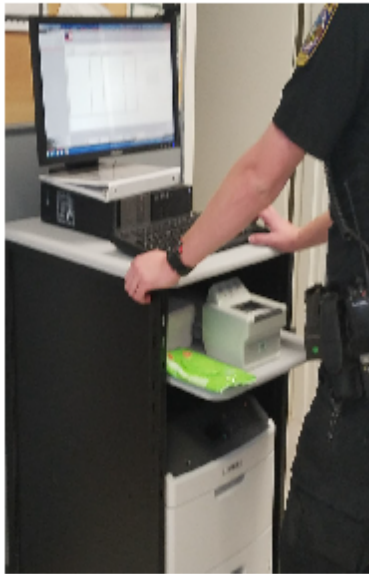
All GPS data received is archived FOREVER, making it available for replay at any later date by privileged users. Most often this technology is utilized after a major incident to analyze and evaluate responses scenarios.



SYNERGISTIC SOFTWARE INC

Synergistic Software, Inc. InterOp LiveScan Solutions Criminal and Civil Applicant

Synergistic Software, Inc is a Georgia based company offering a wide range of law enforcement software solutions customized to Georgia State Requirements. Serving over 300 agencies in Georgia, SSI has locations in Savannah and Temple with a live 24/7 support center right here in Georgia. Our InterOp Live Scan Solutions are configurable to your needs. Solutions for Criminal, Applicant and Child ID systems are available in a desktop version as well as a portable version.

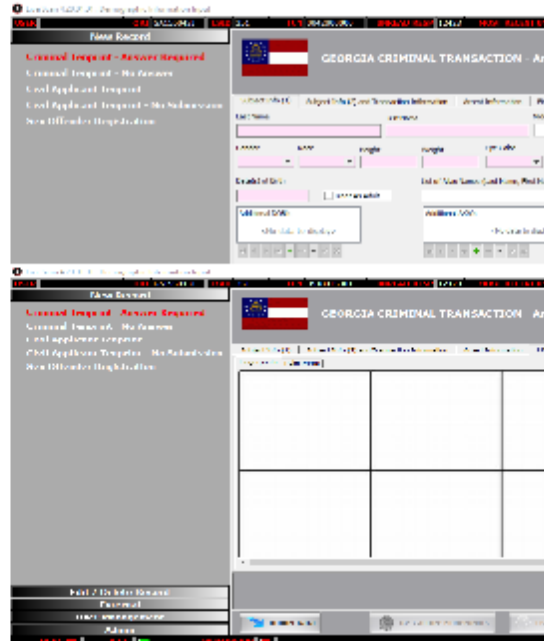


BENEFITS

- ◆ Easy capture of both criminal and civil applicant data and fingerprints used for electronic submission to GCIC and the FBI
- ◆ Capable of importing/exporting offender information from the Records Management System
- ◆ Will receive and archive identity responses and electronic rapsheets on fingerprint transactions to both GBI AFIS and FBI's Automated Fingerprint Identification Systems (IAFIS)
- ◆ User friendly demographic data input forms
- ◆ Easy capturing process for rolled prints
- ◆ Capable of submitting and receiving data securely over the Internet to GBI using Synergistic Software's WebTechnology submission software

INCLUDES

- ◆ Laptop or PC, ten print Scanner, and All State-Certified software (printer stand not included)
- ◆ Support hardware for connectivity and power failure protection
- ◆ WebTechnology software, so you won't have to procure expensive circuit costs to GBI's network!



OPTIONAL FEATURES:

- ◆ Touch screen monitor
- ◆ Signature Pad
- ◆ FBI Certified Fingerprint printer (duplex or simplex)
- ◆ Standard or customized software for interfacing with other local systems (RMS or AFIS)
- ◆ Digital Image Capture System for Facial Images and Scars, Marks, and Tattoos (cabinet camera mount optional)
- ◆ Capable of submitting and receiving data securely over the Internet to GBI using Synergistic Software's WebTechnology submission software
- ◆ Ruggedized cabinet enclosure with LCD panel Monitor and integrated foot switches
- ◆ Available in Portable or Desktop

Optional Portable Configuration

featuring the new Panasonic CF-33

Everything you need to know about the extraordinary, Toughbook 33. The first-in-market, fully rugged, 12" LCD 3 in 1 laptop to tablet with a 3.2 display.

- ◆ 12.1" In-Panel, 3.2" Display, Large Touch 2.0 in 1
- ◆ 12.1" Screen for Tablet, Standby and Viewing
- ◆ 12.1" Screen, Display, Alpha-Box, 0.5mm
- ◆ 12.1" Screen, Display, Alpha-Box, 0.5mm
- ◆ 12.1" Screen, Display, Alpha-Box, 0.5mm
- ◆ 12.1" Screen, Display, Alpha-Box, 0.5mm
- ◆ 12.1" Screen, Display, Alpha-Box, 0.5mm
- ◆ 12.1" Screen, Display, Alpha-Box, 0.5mm

Available in Portable or Desktop



OPTIONAL FIREARM PERMIT INTERFACE:

SSI is pleased to offer our Probate Court clients a custom interface specifically for firearm permitting. This interface will automatically query and return mental health check responses from GCIC upon print submissions. Call us today for more information on streamlining your Firearm Permit process!

THE INTEROP ADVANTAGE:

No other provider can back their products like SSI, and no other company responds to customer needs like SSI. We will be there at every turn to help your agency do its job, easily and accurately. Please call us today to see what we can offer your agency!

Synergistic Software, Inc.
251 Villa Rosa Rd Temple, GA 30179
138 Canal Street Suite 306 Pooler, GA 31322
888-7GET-SSI
www.GetSSI.com

2.5. OTHER PRODUCTS AVAILABLE FROM SSI

In addition to our InterOp Product Suite, we are pleased to offer:

- CrimiNet
- InterOp Prison
- Fixed and Mobile ALPR from Vigilant Solutions
- Live Earth Real Time Mapping for Ops Centers



Version 5.0 CrimiNet Software for GCIC Users

A certified NCIC 2000 system product overview

Rev 2, July 2018

**SYNERGISTIC SOFTWARE INC. IS A DEVELOPER OF COMMUNICATIONS SOFTWARE
SPECIALLY DESIGNED FOR LAW ENFORCEMENT AGENCIES**

HISTORY: Synergistic Software Inc (SSI) has been actively involved with Law Enforcement Agencies for over a decade. During that time, the company has designed software for special data communications needs. Today, SSI software for use with PC terminals over TCP/IP networks as well as full Law Enforcement Software Suites for RMS/JMS/Prison Management, LiveScan, Mobile Data Terminals, and Our flagship CAD product.

The primary development of CrimiNet for Georgia took place at the Gwinnett County Police Department and the Gwinnett County Sheriff. First installs occurred in 2002 and to date over 600 copies have been installed at more than 100 agencies. With the advent of accessing GCIC over the Internet, PLUS expects the number of CrimiNet installations to increase dramatically.

SPECIAL CRIMINET FEATURES

Internet GCIC Connectivity: With the availability of VPN, GCIC can now offer a low cost connection from your GCIC terminal into the GCIC database. If your agency can secure a DSL line with a static IP from your local ISP, your agency can reduce its monthly GCIC connection cost by up to \$300/month.

Images: In order to become certified under FBI guidelines as an NCIC 2000 certified vendor, CrimiNet had to send and receive Images. Images allow your Warrants and Criminal Histories to have a face to go with the text. Images are not limited to mug shots as stolen property, crime scenes, signatures and other visual information is easily accessible.

Audit Log File: All messages sent or received by CrimiNet are logged into an encrypted audit file on the CrimiNet server. Any authorized person can access the log file to recover any message they are authorized to see. This feature eliminates the need to print all incoming messages as any message, sent or received, can be recovered at anytime. A search feature in the Audit Log helps the user find any previous message by date, file number, name, operator, and many more search options. Automated search templates are available. Messages from the log file can be printed at any time and queries can be resent to GCIC from the log file. Log entries cannot be deleted or modified to ensure a complete audit file is maintained.

XML Bridge: Many agencies have Records Management Systems (RMS) that are used to record all information including Incident Reports, Wants and Warrants and Incarceration. In a busy agency much information is entered twice, once into the RMS and again into GCIC/NCIC. By using the built-in XML Bridge between CrimiNet and the RMS, most double data entry can be eliminated. A

two-way XML bridge allows data inquiries entered into the RMS system but redirected to GCIC can get the GCIC response returned directly to the RMS software.

Forms Memory: CrimiNet stores the last 25 filled-in forms in local memory. This means an unfinished query can be temporarily set aside while another more important query is created. Then the operator can return to the unfinished query without having to type everything all over again.

Message Buffer: CrimiNet has an incoming message buffer that stores 100 messages and an outgoing message buffer that stores 25 messages. Instead of printing every message as it comes to the terminal, the operator can choose to skip any unwanted message. When the message buffer is full, the last message in the buffer forces the first message out of the buffer into the audit log file.

Hit Alarms: Many agencies need both an audio and visual signal to make the terminal operator aware that a “hit” has occurred on a want or warrant. Under CrimiNet, this feature includes a foghorn sound effect and a “fire ball” in the center of the monitor screen. The operator can set the “hit” alarm for any type of message including the AMBER alert or stolen property recovery.

Schedules: For many agencies, the log in/ log out function of the terminal operator is abused. If operators do not log in / log out properly, the audit trail of who sent what and when is lost. Under CrimiNet, each operator can be auto logged off by the server according to his or her work schedule. This also limits the access of operators by only allowing them to be active when the server schedule allows it. When a workstation closes, say 5 PM, the server can direct any incoming messages addressed to that workstation to another previously selected active terminal. The original connection can be restored when the workstation is scheduled to become active again.

Message bell, Function Keys and Coded Lists: Like most TCP/IP data used over the Internet, CrimiNet has a message-received bell. The bell is played using a sound card or the internal PC speaker. The user has the option of replacing all sounds in CrimiNet so the alarms and bells can be tailored to any environment. The Function Keys can be preset to call up forms that are used frequently such as DQ or RQ. The Coded Lists include all the manuals for GCIC/NCIC and other agencies.

Special Features: CrimiNet includes a “heart beat” feature that assures the terminal user that the CrimiNet server is still connected to the GCIC host. In a multi-user environment it is sometimes hard for the user to know if the server is still connected. Also, an authorized person can remotely reset server features that affect his terminal. This is especially useful in a large multi-user network where the server is located in another building remote from the user. Many trouble shooting features like this one are included in CrimiNet to help the support technician get the GCIC user back in business as quickly as possible when a feature change or software problem occurs.



SYNERGISTIC SOFTWARE INC
— INNOVATIVE. TARGETED. SIMPLIFIED. —

InterOp Georgia Prison Management Suite

Who we are...

Synergistic Software, Inc. (SSI) is a Georgia Public Safety software solutions provider, based in Villa Rica, Ga. We develop and author all of our solutions in-house. SSI currently provides agency management and response software to 300+ Georgia LEAs. Our reputation is built on fast, rich feature sets matched with unparalleled customer support.

Our Prison Management Mission...

The InterOp Prison Management system is designed around the needs of Georgia County Prison Facilities, filling the gaps left by the GDOC Scribe system, and providing agency users and administrators the rich feature set required to adequately manage all of their custodial responsibilities, while providing powerful financial analysis of the facilities value and benefits to the local community.

InterOp Prison Management Feature Highlights...

Facility / Inmate Management

- Inmate Intake with live mugshot capture
- Classification / Medical Observations
- Inmate Activity Log
- Gang Association and Photo tracking
- Inmate Visitation Console
- Inmate Alerts, Keep Separates, Agency Lay-ins
- Inmate Incident Reporting
- Inmate Skills Management
- Inmate Property Management
- Facility Evidence/Property Management
- Robust system reporting
- Inmate badging, property tags
- Active Inmate Counts and Facility Events view
- Jail / Detail Log Rapid Entry Console
- Powerful Activity and Log Event Management with workflow automation
- Batch Activity Console

Work Detail Management

- Work Detail Crew Management
- Work Detail Crew Inmate Assignment Wizards
- Inmate Skill Tracking
- Skilled Labor Rate Assignment
- Daily Work Detail In / Out console, barcode enabled
- Work Detail Value tracking
- Work Detail Budgeted Performance tracking
- Work Detail Vehicle / Crew GPS tracking
- Live Crew Monitoring (status, location, logs)
- Work Detail Vehicle GPS location replay

Interfaces

- Commissary
- Inmate Phones
- Guardian RFID

For more information on how the InterOp Prison Management System can help your facility accomplish its mission, or to schedule an onsite demonstration, please call us at **770-845-3134**, or by email at sales@getssi.com.



LPR Data

Delivering Results

More data means more leads, more closed cases, and more lives saved. Creating the National Vehicle Location Service® (NVLS) as a data sharing initiative for the United States, Vigilant now manages over 2 billion LPR detections. Within LEARN®, Vigilant enables free agency-to-agency sharing as well as free access to any LPR data contributed by an agency to the NVLS program. This data is making a difference and delivering results - everyday.

Key Features

- ✓ Management of agency-contributed data per agency-defined data retention policy
- ✓ Point-and-click sharing among LEARN accounts as an alternative to NVLS sharing
- ✓ Commercial LPR data available as a service: ~100 million detections added monthly
- ✓ All data available via LEARN® for advanced queries and analytics
- ✓ Access limited to law enforcement
- ✓ Secure and redundant data center

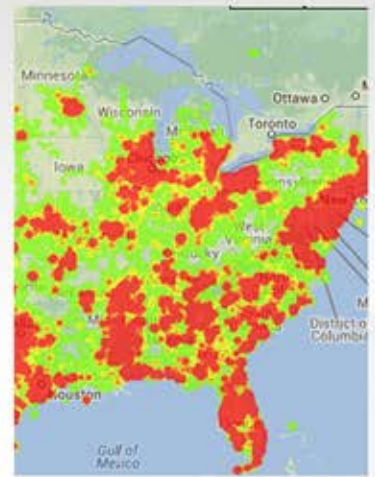


Protecting Officers,
Families and Communities



Point-and-click data sharing is made simple within LEARN. Agencies may elect to share their data with the NVLS program to provide access to over 3,000 other agencies and 30,000 sworn law enforcement users, or agencies may select to share only to specific agencies. As always, Vigilant promotes sharing among law enforcement and makes all law enforcement contributed data available at no cost.

Private LPR data is an optional service from Vigilant that significantly expands the available data for agencies in almost every metro area. Vigilant's sister company, DRN, serves the public and commercial sector and has an agreement with its customers allowing them to provide a copy of all LPR data into Vigilant's law enforcement data center. This data is gathered from asset recovery specialists, access control and parking systems, and other commercial applications. If your systems have not seen the car you are looking for, with almost 100 million new detections added monthly, there is a good chance someone else has.



Multi-vendor Interoperability is assured with Vigilant. Agencies using any vendor may contact Vigilant to discuss different models for sharing data with the NVLS initiative and take advantage of the improved investigative leads resulting from the larger data set.



Open access to law enforcement is a basic premise in Vigilant's LPR data sharing philosophy. Leveraging the cloud to deliver a web-based solution, LPR data from Vigilant (shared by law enforcement or Vigilant's own LPR data) is always available...without the need for additional software, servers, or IT expertise. Basic access is provided to all credentialed law enforcement for simple queries against law enforcement data.

Security of the collected LPR data and controlled access by law enforcement only are at the highest levels. **Contact Vigilant for a white paper on this topic.**

CarDetector - Mobile Hit Hunter

Vigilant Solutions newest License Plate Recognition (LPR) product feature, the '**Mobile Hit hunter**' (**MHH**), is an advanced LPR technology practice that provides access to 3rd party LPR data intelligence within a four mile diametric proximity of the active LPR system operating in the field. The MHH feature essentially 'pipelines' LPR data Detection records, available from nationwide data sources, to the in-field CarDetector LPR system when matched against the CarDetector operator's accessible Hot-List records.

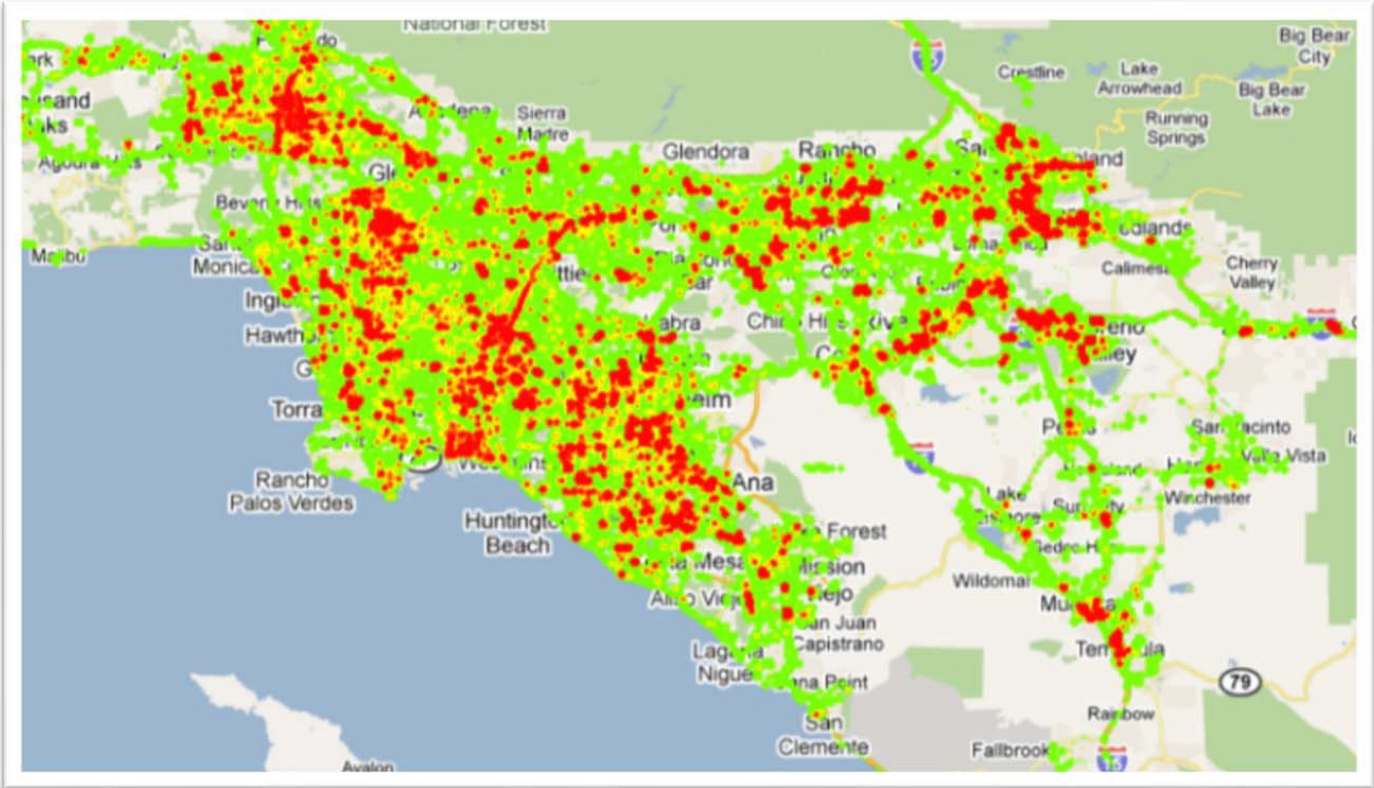
MHH is a 'next generation' product feature created to help public safety professionals utilize the CarDetector Mobile ALPR System (CDMS) more effectively with greater much results. The **MHH** as part of the CarDetector mobile LPR software application, provides the patrol vehicle operator with data intelligence access to vehicle locations of wanted suspects known to be previously located within two (2) miles of their current location. The **MHH** operator easily navigates a street map leading right to the vehicle location of a wanted vehicle of interest.



Typical Mobile Hit hunter - CarDetector GUI

How it Works - Vigilant Solutions manages and operates a private LPR network that scans approximately 1,240,000 vehicles each day across all major metropolitan areas within the United States - approximately 35,000,000 records are deposited each month into the National Vehicle Location Service (NVLS) LPR data repository. For those clients that take advantage of Vigilant Solutions centralized manage/hosted LPR server offering, the incoming LPR data records are matched against Law Enforcement Agency (LEA) client Hot-Lists and then transmitted to the in-field CarDetector LPR system. Transmissions of such 'Hit' matches are coordinated with the CarDetector's reported location (when in operation in the field) and made available when the LEA operator is within a two (2) mile range of such vehicle Hit locations.

In order to better understand the value proposition of the MHH feature and how its use can impact a typical LEA, consider the NVLS density map of the southern California region. The map image below represent a typical thirty day record of private LPR network scan activity in the form of a 'Rain Map'. The densities (concentrations) are represented in colors. This provides a visual representation into the Detections created by Vigilant Solutions private LPR Licensed Fleet Operators (LFOs).

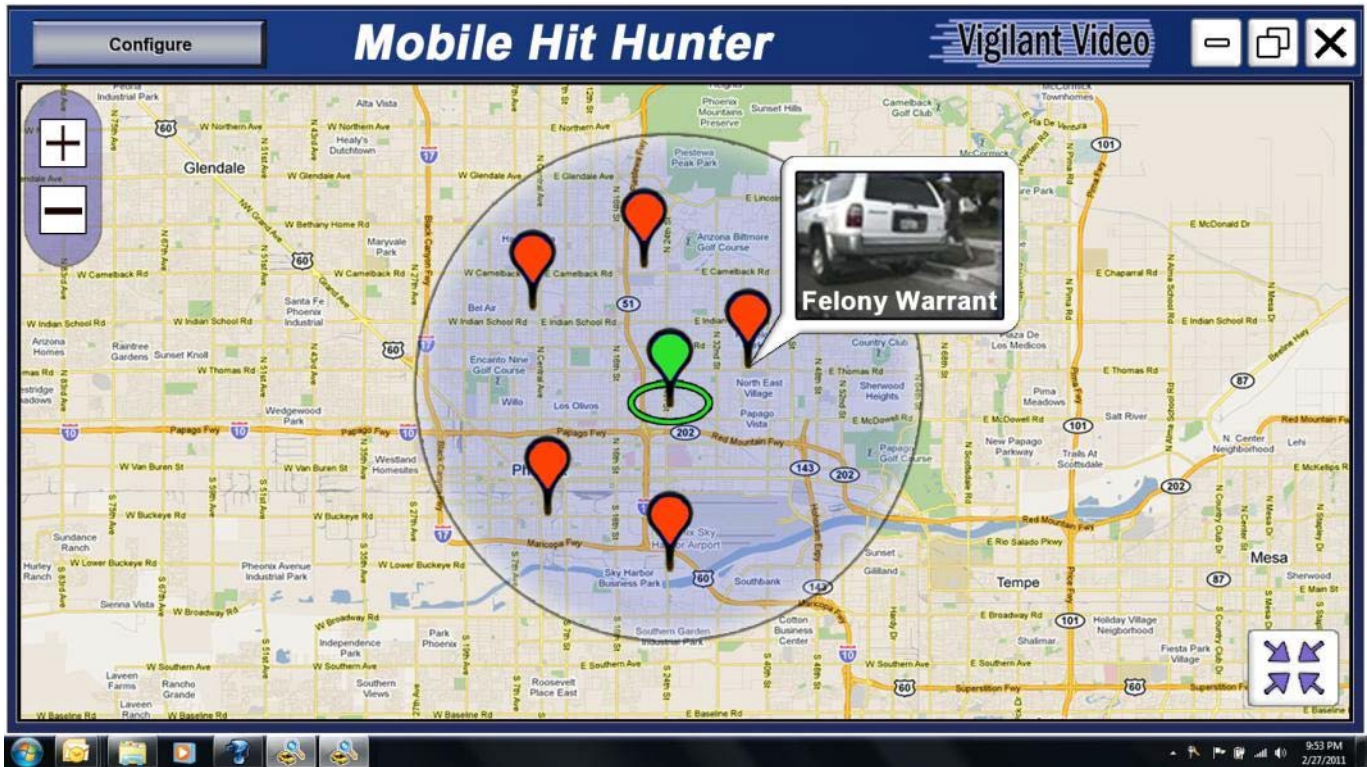


30 days of Detections created by Private Scanning Source

All private network LPR data records are copied from the commercialized LPR server that manages the network activity, and then transferred to the nation's 1st LPR database server designed exclusively FOR LAW ENFORCEMENT ONLY, LEARN-NVLS national LPR data server - located in a Virginia based Federal Bureau of Investigation (FBI audited) and Originating Reporting Identifier (ORI) credentialed data server.

Clients that take advantage of Vigilant Solutions LPR hosted/managed server are afforded unrestricted use of Vigilant Solutions LEARN software, residing on the LEARN-NVLS server. The Private LPR data, along with other LEAs that elect to contribute their LPR data to the NVLS data pool, may be then matched against Hot-List records stored on the server by Vigilant Solutions LEA clientele. Once a match is made, the Hit record is stored in a data table with appropriate GPS coordinates in a queue awaiting a CarDetector LPR system to be within range to distribute to the Hit information to the in-field operator with administrative granted permissions.

Thus the MHH feature proactively alerts the CarDetector operator of a criminal location and where to find it!



Typical MHH feature with NVLS criminal Hits - Full Screen Application Mode

Real World Scenario: A Vigilant Solutions LFO scans a parked vehicle with plate number 'ABC123'. That record is then transferred to the LEARN-NVLS data server. Once received by the server, the Detection record is matched against a Hot-List record of Agency 'A' corresponding to an outstanding Felony Warrant want of the registered driver. This vehicle may be located far from the registered address but may be frequenting another location where scanned by the LFO. An officer of Agency 'A' is operating the Vigilant Solutions CarDetector LPR system with the MHH feature active, and drives within two (2) miles of the located Felony Warrant vehicle want. Immediately an alert will sound within the vehicle and a red 'Tic' mark will appear on the map (as shown above). The officer may verify the Hit and pull up all pertinent LPR data associated with the MHH 'Hit' record and then decide to take the necessary actions of apprehension.

Mobile Hit Hunter technology plots locations in real-time through the CDMS Global Positioning System (GPS) receiver. By design MHH provides private data intelligence Hits (matched against client Hot-List records) on a map within a four (4) mile diameter of the roving Patrol Vehicle. This allows the LEA to leverage LPR and gain access to additional criminal intelligence data streams that otherwise would not be made available.

Mobile Hit Hunter points to consider:

- Compares NVLS Detection data against client Hot list(s)
- Allows for matching to an unlimited number of Hits
- Provides current vehicle situational awareness
- Data intelligence on a 'roving' map within 2 mile vehicle
- Increases officer safety in the field where it is needed most
- Available as an integral part of the CarDetector LPR system



Intelligence-Led Policing (ILP)

Stretched Budgets and Decreased Grants have limited agencies from deploying technology as broadly as they would like. Now, Vigilant Solutions introduces a way for agencies of all sizes to easily deploy and afford a comprehensive suite of technology solutions that may otherwise be unattainable. License plate recognition (LPR) system(s), unlimited use of LPR data from Vigilant's national network of over 2.5 billion detections, a turnkey facial recognition solution, hosted LEARN LPR analytic software, and a new mobile application for agency-wide deployment - this is all available to you today. **Vigilant introduces its Intelligence-Led Policing Package.**

<h2>LEARN[®] Analytic Software</h2>	<p>ILP includes an agency-wide license to LEARN. From the simplest of LPR queries to the most complex analytics (made easy), LEARN helps you make use of the LPR data you have available.</p>	
<h2>LPR Data</h2>	<p>ILP includes unlimited use of Vigilant's hosted LPR database (NVLS) of over 2 billion detections from around the country, accessible via LEARN.</p>	
<h2>LPR System(s)</h2>	<p>Every agency needs LPR to improve efficiencies. Every ILP package contains a prescribed number of mobile or fixed LPR to fit the needs of your agency and community.</p>	
<h2>FaceSearch[®] Facial Recognition</h2>	<p>Accessible from any web browser and/or your Mobile Companion application, FaceSearch confirms identities and generates leads by matching against your uploaded gallery as well as Vigilant's own available data.</p>	
<h2>Mobile Companion[®]</h2>	<p>Vigilant's Mobile Companion app allows everyone in your agency to benefit from ILP. Use LEARN analytics, scan license plates, and use FaceSearch - all from the palm of your hand!</p>	

Enabling Early Identification and Early Apprehension

Everyone in law enforcement ultimately wants to reduce and deter crime. Intelligence-Led Policing provides you with tools to do this by generating additional investigative leads that allow you to prevent future crimes from occurring through early apprehension. ILP also improves officer safety through enhanced situational awareness. Protect your community and your officers with ILP - **Contact us Today.**



ILP Package Benefits:

- ✓ Leverage technology that will improve efficiencies across your entire Agency
- ✓ Improve officer safety with enhanced situational awareness
- ✓ Save over 75% (on average) compared to deploying these technologies individually
- ✓ Reduce crime and save lives

Intelligence-Led Policing

Save over 75% on average compared to deploying individual technologies



Be Vigilant.

***Contact us today to discuss
Intelligence-Led Policing for your Agency.***

2.5.2. LIVE EARTH

At SSI we strive to bring our clients the best and most up to date technology available. We make it our mission to ensure our Law Enforcement partners are able serve their communities as quickly, as easily and as SAFELY as possible. In keeping with these goals, we are pleased to announce that we have partnered Live Earth to bring you the best in real time mapping!

Live Earth is an IoT visualization platform that comes with out-of-the-box features that provide users with actionable insights.

In time critical moments, the ability to visualize your existing data streams and systems on a single screen enhances awareness and empowers you to make time-sensitive decisions quickly.

Curious to learn How it Works? [Click here!](#)

Law enforcement officials looking for a solution that gives them deeper insights can leverage these features:

- Alerts provide real-time notifications when a predefined event is triggered to empower officials to take action faster with greater information. [Learn more here.](#)
- The video wall feature allows users to create customized layouts that can be named and saved for immediate retrieval and used alongside other video walls. [Learn more here.](#)
- Use the shapes feature to draw attention to a particular area or create boundaries that can be used to create customized alerts. Quickly identify areas of interest by outlining them on the interactive map. [Learn more here.](#)

Seamless integration from multiple data sources, sensors and systems such as:

- ⇒ InterOp® CAD
- ⇒ Shot detection alerts
- ⇒ Police surveillance cameras/ALPR
- ⇒ DOT Traffic Cameras
- ⇒ Private Security Cameras
- ⇒ Real-Time Weather and Traffic Alerts
- ⇒ Building Schematics
- ⇒ Social Media Feeds

Ready to hear more about how Live Earth may be able to help you Community? We would love to sit down with you and discuss the needs of your community. [Book your free demo today!](#)

Yours truly,

Shannon S. Garza
Director of Sales and Marketing
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sshore@getssi.com

The Future of Law Enforcement with Streamlined Data and Real-Time Mapping



The Problem

The data revolution offers a major opportunity to law enforcement agencies at all levels, from the FBI to municipal police departments. The connected devices that increasingly populate urban landscapes—traffic cameras, smart meters, drones, police vehicles—provide an immense wealth of insights that can be leveraged to enhance almost any aspect of law enforcement, from critical incident response to long-term policing strategies.

Similarly, advances in record storage has made it much easier for departments to draw upon the vast amount of information generated on a daily basis by government agencies: police reports, criminal records, judicial orders, school suspensions, mental health records.

Yet, despite these advancements, police departments still struggle to fully harness the power offered by the mountains of data at their disposal. The data is only valuable if it can be interpreted, and right now many law enforcement agencies don't have the tools to make sense of the billions of data points held in multiple separate systems.

The problem plays out everyday in emergency situations. While command center staff has access to a variety of data sources that can inform its response to the emergency, that information isn't visualized on one screen in front of them. The siloed nature of key information—the GIS system, surveillance video, 911 calls, police records—limits the ability of command center staff to continually assess and react to the highly dynamic situation.



The time lost as operations staff shuffle between different data sources is put on tragic display during critical incidents that demand communication and coordination between multiple agencies. Crime center staff are left rushing to gather data from public and private sources, causing complications when determining where law enforcement and emergency medical resources must be deployed. Without a consolidated platform visualizing all their systems in sync, staff are left cross-referencing data, costing them valuable time. In the case of mass casualties or tragedies causing widespread destruction, staff lack important details like hospital capacity or disruptive traffic. This inhibits their ability to equip their officers with information that will help them best serve the community and victims.

Without tools to streamline and visualize data, law enforcement agencies are also missing an important opportunity to assess and improve their performance long-term. While agencies have dramatically improved their data-collection capabilities, they are often unable to integrate that data with other relevant metrics necessary to conduct rigorous forensic analysis.

What Law Enforcement Needs

To better protect citizens and ensure the safety of officers, law enforcement agencies need a platform that integrates real-time monitoring and multiple systems simultaneously, giving them 360 degree visibility of their community for more timely and accurate responses.

They need a system that allows the agency to call upon every relevant public and private data source—including myriad connected devices proliferating throughout U.S. cities—at a moment's notice.

More importantly, for law enforcement agencies to process and communicate the information to all relevant stakeholders, they need to be able to view this information all at once on one screen and instantly share it with officers in the field. Officers must also be able to receive and view the information in one all-inclusive application, accessible on their computers and mobile devices.



The Solution

Live Earth bolsters law enforcement's ability to swiftly respond to emergencies with greater precision and preparation. Live Earth offers a single, interactive map that allows a law enforcement agency to visualize every relevant piece of a criminal investigation in real-time, without needing to upend their existing systems. The cloud-based platform enables command center staff to seamlessly fuse data from multiple sources, sensors and systems, such as:

- Computer-aided dispatch (CAD)
- Shot detection alerts
- Police surveillance cameras
- DOT traffic cameras
- Private security cameras
- Real-time weather and traffic alerts
- Building schematics
- Social media feeds

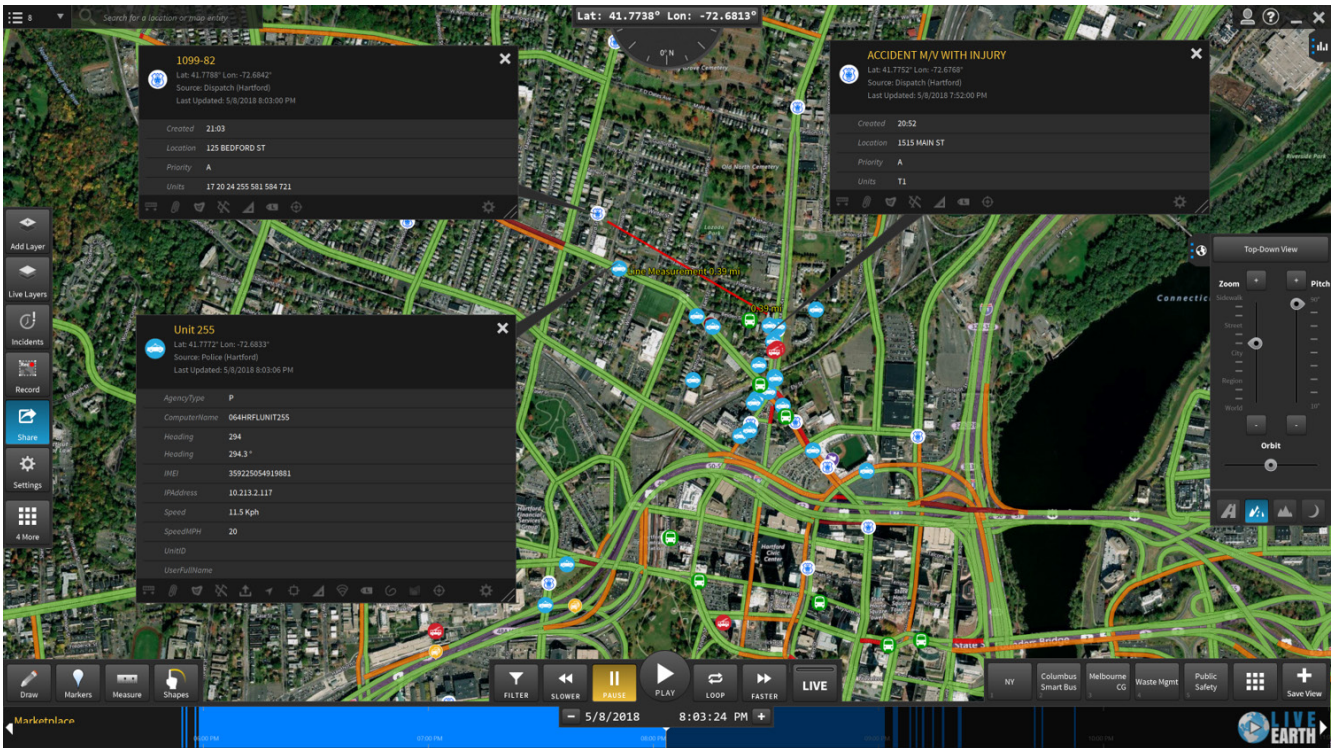
When a crime is reported, the staff instantly visualizes the address of the incident and draws upon data in the area that can help identify the suspect. Information can be pulled on the residents of the address, including criminal backgrounds, outstanding warrants and parole status. Additionally, staff can pull in video feeds from any number of nearby surveillance feeds as they attempt to spot the suspect. If the suspect is located, video images can be instantly sent to officers' computers and mobile devices so that they know exactly who they're looking for as they conduct the search on the ground.

In a critical incident, the Live Earth platform enables the crime center to quickly and effectively coordinate all of the resources necessary to save lives. Staff can track police and EMS units as they head towards the scene. At the same time, they can pull video feeds from any public or private surveillance cameras that are connected to the agency's network. The video may offer a view of the crime taking place or other critical information that shapes how police and emergency responders approach the scene. The command staff can send RMS data and share these video feeds directly with the officers, who can view it on their car computer or mobile device before they arrive at the scene, providing them crucial insight into the situation they are heading into.

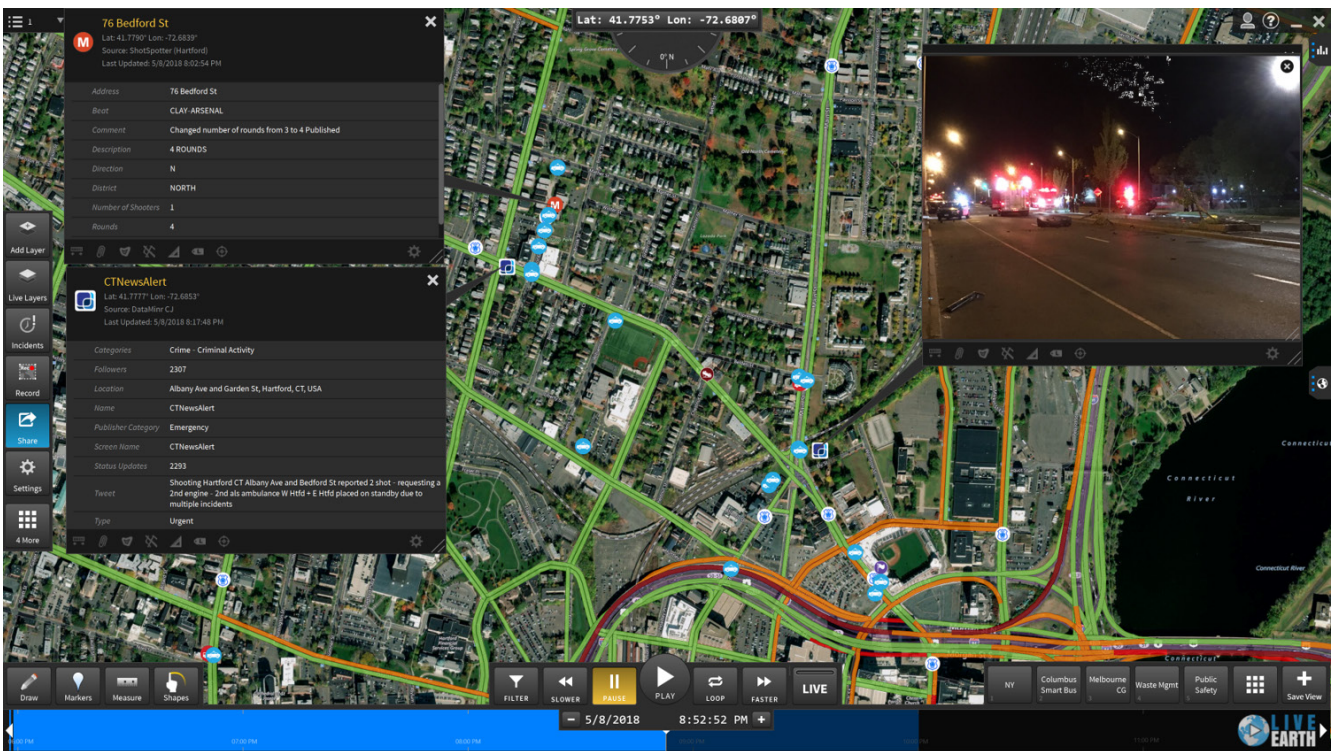
In addition to its critical function in emergency situations, Live Earth empowers local law enforcement to gain insights into the trends shaping crime in their community, helping them to develop data-driven policing strategies to reduce crime. Through the platform, law enforcement agencies can:

- Create data visualizations that display crime trends throughout time
- Create heat maps showing where crime is occurring
- Set filters on data to identify relationships between crime other factors (policing presence, time of year, time of day, a new policy/strategy).

For instance, a department may want to assess the impact that adding officers to a certain neighborhood has had on different crime metrics in the area. Or it may want to assess what parts of the city or times of day are generating the most arrests for driving while intoxicated. This type of data analysis requires an extraordinary commitment of time and labor for many police departments, but with Live Earth it is available instantaneously.



Police respond to a Priority A - Accident M/V with Injury. Within 11 minutes gun shot fire alerts are received 0.39mi away. Within 3 seconds police are dispatched to assess the scene. Could the incidents be related.



Police receive news alerts in response to the gun shot fire and real-time images of the accident to assess the scene.

The incredible opportunities Live Earth offers are available no matter what system an agency operates on. The only hardware or software required is a PC or laptop with high-quality graphics that runs Windows 10. Live Earth integrates with almost every major law enforcement software program, allowing agencies to customize their platform to fit their unique needs and goals. By being data-agnostic, Live Earth allows agencies to integrate and leverage different systems simultaneously as they transition from one to another with little to no downtime.

Every day in every city, billions of pieces of data are generated that police departments have access to. However, in time-critical situations, simply having access to the information is not enough if it can't be quickly processed and more importantly, effectively communicated. Live Earth helps agencies make sense of the data to keep communities and officers safe.



For more information, or answers to any questions, please contact Live Earth at www.LiveEarth.com.



Live Earth produces the world's fastest live map. Live Earth is a Real-Time visualization platform that connects data streams from various systems, sensors, vehicles and video, providing one operational view. Its unique and interactive features like play, pause, and rewind, instant alerts, and out-of-the-box integrations are intuitive and easy to use.

Live Earth was originally developed for military use and is trusted to manage complex and critical operations. The platform is CJIS ready and SOC II compliant and designed to protect sensitive information. Live Earth is a trusted solution for top public safety and physical security organizations, providing critical information and proactively helping solve real-time problems that require a combined operational view.



Phone: [\(912\) 996-7820](tel:(912)996-7820)



Email: sshore@getssi.com



Learn More: www.getssi.org/live-earth

3. SYSTEM ARCHITECTURE AND SECURITY

InterOp Product Suite consists of a standard client-server offering that allows your agency to control its data, as well as maintain full control over connectivity in the event of a significant event, unlike web or cloud based products.

All of our products have been tested and are fully compatible with Windows Server 2012 and 2016, Windows 7, 8.1 and 10.

The InterOp® product suite employs a variety of technologies and design approaches to maximize your system's data access and data integrity.

3.1. SECURITY ACCESS

The InterOp® product suite employs a variety of technologies and design approaches to maximize your system's data access and data integrity.

InterOp® offers highly configured user security assignments, via User and Group security policies, that determine granular access to the systems features. At minimum, all modules offer security for View, Modify, and Delete privileges, with many modules offering an extended set of privileges to included, but not limited to, Approval, Record Approval, Override Locks, Override Record Restrictions, etc.

All passwords in InterOp are maintained in an encrypted state to prevent disclosure in the event systems tables are accessed outside of InterOp. As an additional security level, all media type repositories are fully configurable in InterOp as to location, allowing your system and IT management group to add further control by storing data in specified locations (i.e. NAS, SAN, or a disparate server).

Access to your InterOp system data is audited at the row level, providing specific detail with regards to any record in questions. Audit tables can be configured to store on a different database and different server if desired.

InterOp products which access the GCIC/NCIC framework meet and exceed the FBI's CJIS FIPS/140-2 Security Requirements for Advanced Authentication (AA) by utilizing a proprietary technology. Our unique approach provides quick and simple approach to assure user identity, while relieving the agency from having to adopt technologies such as biometric devices or smart cards for login verification. As the creator of our AA technology, InterOp can also provide full support for this feature and assurance that any and all new or revised CJIS mandates can be adopted without agency expense.

3.2. MALICIOUS ACTIVITY

InterOp® is the first system to provide functionality as an early-warning system to file integrity and structure compromises. The InterOp server use a proprietary technology to monitor media and data across your InterOp server environment for near real-time detection of and file or folder integrity issue, such as those which can arise from Crypt-virus infections and other malicious software.

In the event of a detection, the system will immediately notify our support team via email and SMS, allowing SSI Staff to take quick action in prevention of data loss and down time. The InterOp® Vault feature also allows InterOp to store a copy of your data in a safe location, not accessible by system permissions, as an immediately recovery outlet should it be needed. Through the use of InterOp Vault, SSI Support staff has actually been able to stop malicious ransom-ware attacks on client servers where this technology has been deployed.

3.3. COMMUNICATIONS CHANNEL

InterOp utilizes TCP communication channels to facilitate data access between mobile devices and the InterOp Server. All communication protocols are fully configurable to adapt to any IT environment.

InterOp products which access the GCIC/NCIC framework meet and exceed the FBI's CJIS FIPS/140-2 Security Requirements for Encryption by providing 256-bit AES encryption on all sensitive and CJIS data transmitted.

InterOp can be configured to work via VPN for additional security should the agency deem desirable, although not required.

3.4. WHITE PAPERS



SYNERGISTIC SOFTWARE INC
— INNOVATIVE. TARGETED. SIMPLIFIED. —

SSI InterOp Development Approach to Design, Scalability, and Security Whitepaper

This document provides a generalized description of the fundamental concepts and principles employed throughout the software design process. As a software development firm, especially one focused in the public safety market, we are compelled to constantly evaluate our methodologies to meet the ever-changing demands in the market for feature sets and security. New mandates, political realities, and an ever-increasing focus on compliance and compatibility restricts us from resting on our laurels. Many companies trade one facet for the other, but SSI strives to deliver products that truly satisfy the agency and user's needs.

Design

Rich GUI Experience— our current InterOp in-house platforms utilize client-server architecture to provide the most capable feature sets with the worry of spotty connectivity and internet disruptions. The Client-server platform also provides our users with deeper interface abilities to local HID and COM devices such as desktop scanners, Bluetooth devices, and other desktop connected devices.

Non-embedded Datastore— we utilize Microsoft SQL Server for data storage due to robust support for updates, patches, security and backup abilities. Given the proper credentials, access to our system data can be extended to 3rd party tools and vendors to further leverage the agency's investment.

User Friendly— where possible, we develop data entry screens that emulate standard form formats in the industry, i.e. Incident, Accident, and Citation.

Uniform Entry— each entry form is developed to have the same look, feel, and data flow whether it is being execute from mobile or in-house RMS. Suggested edit: each entry form is developed to have the same look, feel and data flow throughout the InterOp product suite.

Configuration Flexibility— our systems are designed around the fact that every agency, while performing many of the same services, likely has different needs and workflows. InterOp contains configurable dashboards, user functions, and a host of agency-level configuration options that have been cultivated over our 13-year history.

Innovate, innovate, innovate!— all companies develop features brought to them at some point, trying to meet the needs or demands of their customers. At SSI we pride ourselves on true innovation, which can be tough in a market as established and mature as public safety. We strive constantly to determine what the next feature users need is, but don't yet know . Industry firsts like...

- ⇒ The first and only SMS-based location detection engine in CAD. Scenario- 2:00am Caller: " I don't know where I am, it's dark and everything is closed.", Dispatcher: "It's OK, I am sending a text message to your phone, click the link and I'll get your exact location on my map...". No one else does it, no one asked us to do it, but some customers can't live without it now. – Bulloch county recently located a teenage victim on a disabled 4-wheeler who was unable to identify her location in a 4-acre lot surrounded by woods with minimal road access. By using this feature, deputies were able to identify her exact location, quickly bringing the victim to safety.
- ⇒ The first active and passive license plate reader hit validation tool, with remote cellphone notification of hit targets within 7 seconds. Working a road-check? Park your LPR car 100' from the stop point, we'll have the person/vehicle



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alerts to you before they get there. Making the LEO job easier, serving the public faster, and maybe an early warning on a bad guy that saves a life. Have speed LPR speed trailers? Want your vehicle laptop to automatically subscribe to hits from any LPR trailer or fixed LPR location when you are within a mile from it? No problem, we can take care of it.

- ⇒ The only state format accident report written for the new mandate that is IDENTICAL to the state's report, but with brains. Single click data imports. We didn't do it because it was easy, we did it because it was better.
- ⇒ The first CAD system to allow simultaneous updates on any field, from multiple users, see data while its being typed from ANY terminal, even Mobile CAD! Not because it's easy, but because it's better. I may be the caller in need one day, and I hope the EMS or FIRE dispatcher isn't waiting until my entire name, address and call code is entered to create the call, and to get responding units spooled up. In dispatch, seconds matter, saving 10-15 seconds could save a life.

Scalability

Enterprise Datastore— Microsoft SQL Server is an industry leading database engine. InterOp maintains compatibility with each current release of MS SQL, currently certified for SQL 2016 (All Editions). MS SQL is ranked in the top 2 or 3 of most non-clustered DB workload testing, and typically in 2nd behind Oracle for high synchronous transaction processing.

Data Access Method—

InterOp RMS currently utilizes a client connection over LAN to the agency SQL database. No application files, beyond a few small support files and libraries, are installed on client machine. Connection to data is quick and stable, with the only limits being the agency's LAN infrastructure and other workloads on the network. Where necessary, InterOp can be configured to work from multiple servers for sharing bandwidth and workload, such as remote form servers for remote precincts, etc.

InterOp CAD utilizes both client-server and secure channel communication to accomplish work and is designed with a high tolerance to network traffic issues. All connections if severed instantly rebuild with no interruption and no crashes. InterOp CAD's connection handling is so stable that an agency whose dispatch center caught fire last year was able to grab 2 workstations from the center, and coupled with 2 more stations stored as spares, was able to run 4 full CAD stations remotely via cellular air card. Not many companies can claim that success, if any.

InterOp Mobile currently utilizes a local SQL datastore for offline capabilities, but when connection is valid, all traffic utilizes secure channel connections to the InterOp Server. The InterOp Server was developed from the ground up to support high concurrent and parallel transactions and is fully multi-threaded to prevent blocking calls or latency. During our fitness testing of the secure channel approach, we developed bench-test applications which would place far heavier than expected workloads on the server. Our heaviest tests conducted included communication calls to the server, every 100ms, retrieving a 40-column database table of 1,000 records, with 6 machines running this test concurrently. At no point did failure occur, and under this high request-response load our server consumed 42% of CPU (Intel 1.8Ghz class) and remained at less than 100MB of memory consumption. MS SQL consumption rose, consuming memory available, but CPU usage remained below 25%.

This test exceeds the workload we would imagine from any agency, by a wide margin. Additionally, the InterOp Server is developed to be easily configured for segregated functions, allowing multiple server application instances to be utilized in different locations should it be necessary. For instance, all InterOp Mobile Clients in the State, utilize a single InterOp Server instance housed at a datacenter for processing GCIC responses, Geocoding, and message parsing. This server serves more than 1000 users and communicates with multiple other InterOp Server instances, such as the InterOp Server at GBI for state query handling, and the agency's local InterOp server for storage and usage of the returned information.



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At the agency level, in addition to communicating with the state-centralized server, the InterOp Server is configured to receive and request information from other agency InterOp Servers as desired by the agency.

The speed of the InterOp Server transaction isn't matched by any other method. Here is example communication chain that occurs for a single Vehicle Tag query ran at from a mobile unit:

- Data sent to agency server, transaction is logged and forward to centralized InterOp Server
- Request is handled by the centralized InterOp Server and is forwarded to the GBI hosted InterOp Server
- GBI InterOp Server processes message with State interface, serves response back to Central Server
- Agency server parses response and returns to mobile client
 - Simultaneously, agency server is sending/receive responses from any configured sharing agency servers for Person and Vehicle automated alerts
- Agency server sends any received other agency alerts to mobile

The round-trip time for this traffic scenario for a typical mobile user is 3-5 seconds. The addition of VPN encapsulation or gateway proxy or packet inspection can result in a 50-75% increase in response time, but results are still respectable and within satisfactory limits.

The InterOp Server is designed to maintain extremely low levels of resource consumption. A typical server processing CAD, Mobile, and RMS traffic for 50 users will result in 0-2% CPU usage, and 75-85MB of memory usage. A 100% increase in the number of the subscribers comes at the cost of roughly 13-15% increased resource consumption.

Security

Although enterprise security contains a plethora of challenges and vulnerabilities, many outside of the scope of our involvement with the customer, we have taken steps to aid our customers in their aim.

Secure Communications – 256-bit AES encryption on transmitted traffic, meets and in many cases exceeds FBI requirements for CJIS data.

Proprietary Advanced Authentication – To comply with the FBI's FIPS-140-2 standard for advanced or two-phase authentication, SSI developed a proprietary technology to meet the standard, guard against unauthorized access, while still providing support ability for this feature to our customers. The use of VPN credentials that many entities rely on, while enhancing security does not meet the published standard, forcing agencies to procure biometric, smartcard, or similar cryptographic devices to accomplish compliance. Our offering is the only one of its kind, giving satisfaction in compliance, while also be fully supported by our technical support staff should any issues arise.

Hardened Application Assemblies – The InterOp core assemblies consist of Strong-named assemblies to protect against code injection from malware products. Assemblies are further hardened from tampering with obfuscation for assemblies including code virtualization, code encryption, method and object renaming, control flow obscuring and resources obfuscation. While no application is unbreakable given the right tools and an unlimited amount of time, we will not stop short of any effort to dissuade all vulnerabilities.

Malware File alteration monitoring – The troubling and increasing rate of occurrence of crypto-malware and ransomware infected file stores amongst government entities spurred SSI to develop integrated early detection into the InterOp Server. While this feature cannot prevent infection, it does provide instance warning of the problem via email and SMS to our support staff division heads. Early notification is key to stopping spread of the infection, securing valuable data, and avoiding ransom penalties that often exceed \$50,000.



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Application Level Security— The InterOp product suite access is controlled by application security roles maintain in agency's SQL database, but does not require SQL user's to be configured for each user account. This approach allows users to be maintained as needed without access to management of the agency's SQL deployment, we is often shared between other departments, user, and even vendors.

SSI's Development Horizon

Long-term software development for any successful company means continuous improvement, refactoring, and sometimes complete rewriting of products due to market changes, new technologies or discovery of better workflows. While our flagship products of InterOp CAD, InterOp Mobile, InterOp Prison, and InterOp Server have been completely re-engineered in a new framework and architecture over the last 18 months, we are working steadily to complete the same with InterOp RMS and InterOp LiveScan by Summer 2018. Some changes our staff and customers are looking forward to are:

Stateless RMS-Mobile— the core underpinning of our new suite will a complete merging of two currently separate products. A fully features InterOp RMS with real-time data access awareness to determine if users are in-office or on-the-go, and smartly switching connection requirements as needed to provide users with all features regardless of our how the connectivity is delivered. This is not a web-based offering, it is a rich-client with data aware controls that will give users a rich experience that can't be matched by any web offering, with the portability of simple Wi-Fi or cellular access. In addition, this offering will be near zero footprint, with exception to only a few support files.

Unrestricted by Restrictions— the launch of our new InterOp RMS-Mobile will deliver fully integrated GCIC capabilities that will make our users lives simpler, and our agency's liabilities smaller. The most hotly awaited item is our integration to automatically restrict incident and arrest records from GCIC notifications. In addition, we will be offer fully integrated warrant entry, stolen article entry, missing person entry, and more.

LiveScan Data Flow Automation— it's time someone pushes the envelope on what biometric investments by the agency have to offer. We are doing just that with our completely re-tooled LiveScan offering. SSI is leading the way with unique ability to automate firearm background checks complete with mental health checks, and two-way GBI response integration to our arrest modules. So much has changed in the last 5 years for CCH and CJIS users that confusion is rampant, and the timing of data delivery from other sources makes staying on top of these tasks harder even for agencies. Our direct integration products will take away the confusion, constant monitoring and constant worry, leading to happier users, better performing agencies, and better lives for all.

4. IMPLEMENTATION METHODOLOGY

4.1. IMPLEMENTATION

The work necessary to accomplish a well planned and well implemented system will require the efforts of both Chatham County staff and SSI staff. All work involving County staff will occur at locations designated by the County. SSI work will be split between County and SSI offices in Atlanta and Savannah.

The County will be required to designate a project administrator or liaison for each project to assist with the gathering of required information, discussion of processes, and confirmation of configuration assumptions.

As listed below, we will request work sessions between our implementation staff as the project progresses to confirm our assumptions, identify any early process/software changes needed, and etc. before user training sessions and live date. Users will be given ample time after training to fully test the system for functionality and training. The designated County project manager will be required to sign the attached Acceptance Document prior to Live Date indicating the County is satisfied that the system meets all desired functionality and technical requirements.

Below is an estimated Milestone/Statement of Work Summary, and although this is a sample summary, it does indicate a possible implementation time-line for each project.

4.1.1.1. SAMPLE CAD TIMELINE

Phase	Milestone	SSI	Client	Description	Estimated Completion Date
1	System Information Gathering		X	SSI staff will provide the client with an implementation packet to be used to build the base system. SSI will work with agency to complete this packet including agency setup information forms, including user security and personnel data. Customer – will provide or assist SSI with completed System configuration documents, user lists, etc.	January 1 - January 25
1	On-site Site & Process Analysis	X	X	SSI Staff will spend time with each agency segment head to help discover and document any process changes that will occur due to existing software/technology replacement. SSI – will prepare summary document of anticipated significant process change for Customer to review/discuss. Phase 2 Hardware will be ordered at this time.	February 1
1	Data Migration Analysis	X	X	Customer – will provide SSI with access to current data server or data files for review and migration testing. SSI will need access to agency's existing data via dump file or export from the current SQL DB in place there.	February 4 - 15
2	Begin Base System Build	X		SSI Implementation Team will install the new server and begin using the provided documents to build the base 911 System as well as configuring interfaces (Phone, GIS Mapping, ANI/ALI, Etc)	February 18 - 22
2	System Configuration/ Sample Data Migration Review	X	X	Project Manager will coordinate onsite visit with Client Project Team to review Specific System Configuration and Sample Data	March 1

				Migration. Develop Approved Training Schedule	
2	System Configuration Buffer	X	X	Buffer time to allow for any proposed configuration changes/updates and change orders	March 4 - 8
3	Client Review Unit Installation		X	Project manager will coordinate onsite installation of review system for upcoming testing.	March 11 - 15
3	Training	X		In accordance with approved training schedule, SSI Staff will perform a variety of documented training classes for all user levels.	March 11 - 15
3	Client System production testing, end- to-end	X	X	SSI will perform onsite, end-to-end process and functionality testing with real dispatch data and deployment scenarios. This will involve SSI employees and Effingham County employees, both as dispatch and field operatives. Client personnel may review and participate at Clients discretion.	March 18 - 22
3	Client system review, process review, and requisite testing and accepting	X	X	Similar to above, but utilize Client staff to perform scenarios under SSI guidance and walk through. Client (designated sample of staff) will participate in system walkthrough of configuration data, operational status, and realistic dispatch scenarios involving Client dispatchers.	March 25 - 29
3	Buffer	X	X	Buffer time to allow for any proposed feature changes and client review	April 1 -12
4	Target Go live	X	X	If all test scenarios are successful, with sufficient operational features and requisites present, go-live date will be specifiable by Client. SSI will block a significant number of days to spend with client onsite during the initial go live phase. Bi-weekly reviews for the first few weeks is anticipated for process reinforcement and training after go-live.	April 15 - 19

5	Final Data Migration	X		After system cut over, SSI will grab remaining data for migration for conversion. Client will have the ability to choose if Data should be placed into the live system or into an archive instance. This will depend in large part upon the quality of data converted.	April 22
5	Follow Up User Training	X	X	SSI will perform, with prior approval from county personnel, follow up training with users to help address any new scenarios which may have arisen as well as provide a refresher course to ensure users are making the most of the new system	May 20

4.1.2. SAMPLE RMS TIMELINE

Phase	Milestone	SSI	Client	Description	Estimated Completion Date
1	System Information Gathering		X	SSI staff will provide the client with an implementation packet to be used to build the base system. SSI will work with agency to complete this packet including agency setup information forms, including user security and personnel data. Customer – will provide or assist SSI with completed System configuration documents, user lists, etc.	January 1 - January 25
1	On-site Site & Process Analysis	X	X	SSI Staff will spend time with each agency segment head to help discover and document any process changes that will occur due to existing software/technology replacement. SSI – will prepare summary document of anticipated significant process change for Customer to review/discuss. Phase 2 Hardware will be ordered at this time.	February 1
1	Data Migration Analysis	X	X	Customer – will provide SSI with access to current data server or data files for review and migration testing. SSI will need access to agency's existing data via dump file or export from the current SQL DB in place there.	February 4 - 15
2	Begin Base System Build	X		SSI Implementation Team will install the new server and begin using the provided documents to build the base JMS System as well as configuring interfaces (Phone, Commissary, Medical, Canteen, GCIC Jail Reporting, LiveScan, SSA, Etc.)	February 18 - 22
2	System Configuration/ Sample Data Migration Review	X	X	Project Manager will coordinate onsite visit with Client Project Team to review Specific System Configuration and Sample Data	March 1

				Migration. Develop Approved Training Schedule	
2	System Configuration Buffer	X	X	Buffer time to allow for any proposed configuration changes/updates and change orders	March 4 - 8
3	Client Review Unit Installation		X	Project manager will coordinate onsite installation of review system for upcoming testing.	March 11 - 15
3	Training	X		In accordance with approved training schedule, SSI Staff will perform a variety of documented training classes for all user levels.	March 18 - 22
3	Client System production testing, end- to-end	X	X	SSI will perform onsite, end-to-end process and functionality testing with training scenarios. This will involve SSI employees and County employees, both as detention officers, and supervisors. Client personnel may review and participate at Clients discretion.	March 25 - 29
3	Client system review, process review, and requisite testing and accepting	X	X	Similar to above, but utilize Client staff to perform scenarios under SSI guidance and walk through. Client (designated sample of staff) will participate in system walkthrough of configuration data, operational status, and realistic intake and release scenarios involving Client staff.	April 1 -12
3	Buffer	X	X	Buffer time to allow for any proposed feature changes and client review	April 15 - 19
4	Target Go live	X	X	If all test scenarios are successful, with sufficient operational features and requisites present, go-live date will be specifiable by Client. SSI will block a significant number of days to spend with client onsite during the initial go live phase. Bi-weekly reviews for the first few weeks is anticipated for process reinforcement and training after go-live.	April 22 - 26

5	Final Data Migration	X		After system cut over, SSI will grab remaining data for migration for conversion. Client will have the ability to choose if Data should be placed into the live system or into an archive instance. This will depend in large part upon the quality of data converted.	April 26
5	Follow Up User Training	X	X	SSI will perform, with prior approval from county personnel, follow up training with users to help address any new scenarios which may have arisen as well as provide a refresher course to ensure users are making the most of the new system	May 20

4.2. DATA MIGRATION

SSI Migration team has completed many successful conversions. While data conversion is handled on a case by case basis and conversions are dependent upon the level of access and quality of existing data, SSI understands the value of historical data and makes every effort to ensure a successful migration is achieved.

Agency representatives will be required to provide the implementation team with access to the existing database during the initial site visit. SSI personnel will make a copy of this data and bring it back to the SSI offices in Atlanta or Savannah, Georgia for review and analysis.

Once the data has been analyzed, it will be extracted and converted to a format compatible with InterOp products. At that point, the conversion team will begin the task of converting the existing data into a reviewable database. Once the database is complete, SSI provides agency representatives with access to review and test the data for accuracy before it is migrated into the new system.

Agencies have the option of migrating the data to the live system or migrating the data to a separate archive instance for viewing and retrieval purposes.

4.3. TRAINING

Our approach to user training consists of two major parts, pre-live date training and post-live date training. We believe in giving users the best chances for success. To achieve this goal, we offer a combination of classroom style training prior to a 1-2 week free style hands on training in a test environment. For both parts, SSI staff will train users at agency facilities.

Training will be performed via product demonstration and usage by the trainer in a classroom setting. Training will take place in sessions and focused towards a specific set of users. For instance the Dispatcher Sessions, CAD Supervisor Sessions, Patrol Division/Mobile Users Sessions, Admin User Sessions, Command Staff User Sessions, and Investigations Sessions. It is recommended that follow up training be limited to smaller groups and take place over multiple days to allow for all shifts to receive additional training at times convenient to them.

All trainees are encouraged to ask questions as needed, and may be prompted as to their current approach for certain tasks. These training sessions often yield process change requests that are later reviewed with the department heads.

SSI will always work to integrate agency feature requests for the life of the product, not only through initial system acceptance. We stand behind our products and are dedicated to our systems working to make our users more efficient and happy.

A Sample classroom training schedule includes:

CAD

Monday 9 am - 12 pm

Monday 2 pm - 5 pm

Tuesday 9 am - 12 pm

Tuesday 2 pm - 5 pm

Wednesday 9 am - 12 pm

Wednesday 2 pm - 5 pm

Thursday 9 am - 12 pm

Thursday 2 pm - 5 pm

CAD Supervisors/System Admins

Friday 10 am- 12pm

At the conclusion of training, 2 Testing Workstations will be installed. Users will then be instructed to create multiple test scenarios at their leisure during the course of a two week period. At the conclusion of this period, SSI training staff will meet with dispatchers and supervisors to schedule a Live date once the system has been approved.

RMS and Mobile

RMS and mobile training is broken down into sessions by user groups. Below is a sample of a typical training schedule for an project similar to Chatham County.

Patrol

Monday 10 am - 12 pm

Monday 2 pm - 4 pm

Wednesday 10 am - 12 pm
Wednesday 2 pm - 4 pm

Patrol Supervisors

Friday 10 am - 12 pm

Records/Administrative Staff

Tuesday 10 am - 12 pm

Investigations

Tuesday 2 pm - 4 pm

Command Staff/System Admins

Thursday 10 am - 2 pm

Evidence

Thursday 2 pm - 4 pm

Make - up / Flex (Class size should be limited to 10 or less due to variety of users)

Friday 2 pm - 4 pm

Follow Up Training

One week of follow up training will be scheduled after the system has been live for 4 weeks. A sample of the follow up training schedule is listed below.

CAD

Monday 10 am - 12 pm
Monday 2 pm - 4 pm

RMS Patrol

Wednesday 10 am - 12pm
Wednesday 2 pm - 4 pm

RMS Non Patrol

Thursday 10 am - 12 pm
Thursday 2 pm - 4 pm

Flex (Open Q&A)

Friday 10 am - 12 pm

Train the Trainer

Friday 2pm - 4pm

4.4. MAINTENANCE AND UPDATES

Maintenance Information

SSI offers 24/7 customer support. SSI utilizes an offset shift-like work schedule for two customer support teams to broaden our normal business hours support personnel access. This goal is to match end user's 12 hour shift patterns that run from 6am to 6pm or 7am to 7pm. After normal business hours, we utilize a dedicated on-call technician that answers calls directly for requests. We DO NOT use an answering service. Answering calls directly allows our team to get an accurate description of the issues, and in many cases resolve it quickly and directly to avoid any workarounds users would have to devise.

Our support fees are part of the annual maintenance fees. These fees include access to our 24/7 support center, regular system maintenance and updates. Unlike many other solutions, your InterOp Annual Maintenance fees also include new version releases to purchased products. This ensures that users are always utilizing on the most updated technology at no additional cost to the tax payers.

Warranty Information

SSI will warrant all installation task and hardware provided. Warranties are limited to faults in workmanship or fitness. SSI will repair, replace, or resolve all warranties honored at its expense.

4.5. SUPPORT

SSI is known for our commitment to client success. Due to the nature of most issues, SSI staff, located at our headquarters in Temple, Georgia will work directly with the affected user to document and replicate the issue for accuracy. If available, the preferred approach is to remotely connect to the affected user's machine while communicating with the user via phone (or chat) simultaneously. This helps avoid any missteps due to improperly communicated problems by the user or improperly interpreted problems by a technician.

We accept customer service request via phone, email, or fax. All tickets are assigned a customer support representative shortly after submittal. Our support management system will generate status update emails to the submitting user as changes in the assignment, status, or resolution of the submitted issue take place. In many cases, we attempt to remotely connect to the caller's workstation to get a firm understanding of the issue and to avoid any confusion in what is actually being reported.

A detailed account of each issue submitted, its status, resolution, etc. can be viewed directly by users through our support system web user portal.

SSI's Customer Support Center is a direct answering center. We do not use an answering service or call back agent. When the phone is answered on our end, you are speaking with someone who can assist you immediately.

Average Response Times:

Customer difficulties & usage problems:

Response time is typically less than 3 minutes. Resolution less than 1 hour. Most of this time is consumed in identifying the Customer's current business rules or processes that may be contributing to the difficulty.

We provide our senior support staff's direct call information to your 911 director in the event escalation is needed.

Database or File Access problems:

Response time is typically less than 3 minutes. Resolution less than 1 hours. Normal procedure involves problematic record identification, process analysis, data backup, then followed by resolution and follow up.

Identified Software Bugs:

Defined as reproducible issues incurred within the software resulting in data entry limitations, data retrieval, data loss, or program navigation issues. Resolution times average as follows:

URGENT – 1-4 hours. Immediate escalation to engineering for software fix and interim production release version. Staff will work to develop an interim work around if possible as well. Urgent issues consists of problems resulting in significant impact to operations and daily tasks of agency personnel.

NORMAL – 1-3 days. Notice and escalation to engineering for software fix and interim production release version. Staff will work to develop an interim work around if possible as well. Normal issues include identified problems resulting in decreased system and user efficiency within the system’s design parameters.

LOW or REQUEST– 2-4 weeks. Resolution will be targeted to coincide with a regularly scheduled software release, minor or major. Staff will work to develop an interim work around if needed.
here.

Help desk services include assistance to all user reported issues, regardless of whether the issue is user training related or system malfunction in nature. Our technicians will often pursue remote connectivity to the affected user’s terminal to help diagnose the problem quickly, tracing the users steps in recreating the issue.

For remote access, SSI utilizes the access tool ScreenConnect, owned by Connect Wise. SSI hosts its own ScreenConnect server, allowing IT staff to narrow security policies to limited IP address if desired.

In addition to remote assistance, if connectivity is not available, or not suitable for timely resolution, SSI will dispatch technicians to work directly on-site to resolve issues. Our close proximity will allow for timely arrival of technical personnel if necessary.

SSI will also provide thorough support in narrowing down any issues that might be software or hardware in nature. If a problem is related to hardware not provided by SSI, SSI will direct the user to local IT or contact local IT directly to relay the details of the issue. SSI will continue to work closely with local IT until any such issues are resolved.