

Case Study Metropolitan Nashville Police Department

»They gave us a cost effective reliable solution. We're better equipped to face today's real world problems«

Ricky Vaughn, Infrastructure Manager, Metropolitan Nashville Police Department



The customer

The Metropolitan Nashville Police Department (MNPd) is composed of the metropolitan area of Nashville and Davidson County, Tennessee. Together they cover five hundred sixty square miles with over seven hundred law enforcement vehicles. The need for instant access to time critical information is a necessity for all police departments, and Richy Vaughn, MNPd information manager, recognized the need to arm his police force with the essential tools to protect the continuously growing metropolitan area. Vaughn's vision would provide tools to enable officers with real-time inquiries on suspect information, view photos, communicate instantly and submit reports quickly and easily.

The challenge

In 2006, the MNPd's mobile data computers were not able to keep pace with the new demands of the job and were in need of replacement. Officials clearly realized the traditional 800 MHz radio frequency used for data communications would need to be supplemented with a more robust means of communication. This called for higher speeds, greater bandwidth and better network security.

Finally, enhancements to the records management system were a necessity. A study of existing platforms being utilized around the nation was conducted to identify the best solution; Mr. Vaughn understood any potential solution had to include a mobile computing component that incorporated state of the art technology and the ability to withstand the harsh environment of law enforcement.

The solution

The MNPd issued a Request for Proposal to vendors across the country hoping to find the best solution. A number of responses to the RFP were received and quickly narrowed down to approximately twenty potential suppliers.

After an initial evaluation of the participants, the field was then narrowed to five vendors tasked to install evaluation units in three cars, each for end user assessment. The evaluation criteria included best value, technical knowledge of the solution provided and a specific list of technical requirements. After extensive tests, reviews, and demonstrations, the officers in the field overwhelmingly selected the

The customer

Country: United States of America
Industry: Police and Law Enforcement
Employees: 1900
Website:
<http://www.nashville.gov/Police-Department.aspx>

The challenge

The Metropolitan Nashville Police department was working with old technology but asked to deal with new communication goals that are required for them to do their tasks today.

The solution

The Brite Fujitsu solution provides the police force a semi-rugged, durable and compact unit in an ergonomic swing away mount which can withstand the challenges of working out in the field.

The benefit

- Squad cars used by the MNPd have now become mobile offices

Products and services

- Fujitsu T731 semi rugged Notebook and new swing away mount

solution provided by Brite. Mr. Vaughn found the solution to be cost effective, durable and ergonomically pleasing for the officers in the field. The solution was a semi-rugged convertible laptop mounted in the tablet form factor.

Each unit included an indoor/outdoor screen and a water resistant rugged, backlit keyboard. Brite also provided an extensive set of features to go along with the unit which included consoles, cupholders, and control brackets for the equipment mounted in the consoles. Lastly, the armrest holds a printer and a roll of paper for future needs as the MNPd moves to field reporting and e-ticketing. The solution was so successful, in 2011 MNPd refreshed with the newer T731 Fujitsu computers.

The benefit

Each individual vehicle is now transformed into a mobile office or workspace. Productivity has improved by offering officers the ability to access and update information on the move, allowing more time for community patrols and less paperwork in the office. The Brite hardware platform will enable law enforcement agents to view suspect identifications, fingerprints, mug shots, along with the ability to create e-ticketing summons, access warrants and write reports for submission. The new technology, in addition to the consistent model of the vehicles, allows all squad cars to be, in essence, a mirror image of one another. Police officers can move from one vehicle to another enjoying a complete sense of familiarity. This results in a greater sense of security and quicker reaction time when needed. The rugged and cost effective solution can be reproduced in all vehicle models by simply changing the vehicles base plate.

Over the course of the next few years the MNPd plans to expand on the Brite Fujitsu solution with an improved records management system, new e-ticketing software and enhanced communications through broadband cellular coverage. These advancements are expected to maximize law enforcement potential and productivity while increasing public safety.

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About Fujitsu & Brite

Fujitsu is the leading Japanese information and communication technology (ICT) company offering a full range of technology products, solutions and services. Over 170,000 Fujitsu people support customers in more than 100 countries. We use our experience and the power of ICT to shape the future of society with our customers. For more information, please see <http://www.fujitsu.com>.

Brite has been delivering, deploying and supporting in-vehicle first responder solutions. This experience, coupled with countless conversations with public safety customers, led Brite to work with a leading mounting manufacturer to develop the Brite Fujitsu Solution. For more information, please see <http://www.britecomputers.com>.

In collaboration with



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