



Enterpol Solutions for Public Safety

Company Background/History



Established in 1986, Huber & Associates, Inc. is a full-service computer consulting and technical services firm, headquartered in Jefferson City, Missouri. IBM has recognized our industry excellence by deeming Huber & Associates an IBM “Premier” Business Partner. This coveted title is exclusively bestowed to those IBM Business Partners who have demonstrated distinction in customer satisfaction, technical qualifications, and strategic vision in the information technology industry.

Extensive experience with city, county, and state law enforcement agencies makes Huber & Associates an outstanding company to offer and support its integrated solution for public safety - **ENTERPOL**.

Enterpol was initially created in 1991 to provide cost effective, high return-on-investment computer applications for law enforcement agencies. Based in Toronto, Canada, Enterpol, Inc. was formed by twin brothers Brian and Brent Henry. As a uniformed member of a large regional police service, Brian had a distaste for the seemingly endless paperwork. Consequently, he hit upon the idea of developing Lotus Notes-based police operations software for the law enforcement community. The first product developed was the Crown Folder Documentation System (CFDS), a tool that generates documents relating to all criminal charges in Canada.

The company soon identified a further need for a variety of other applications for public safety, and in 1994, began development on software for Dispatch, Records Management and Citation Tracking. These core applications were bundled into a package called the 'Enterpol Law Enforcement Starter Pack'.

In 1999, Huber & Associates, Inc. came on the scene. Jim Huber, company founder, had a background in law enforcement working in Communications and Patrol with a Missouri Sheriff's department. This background—along with Huber & Associates' extensive experience with state and local government—led to the company's development of a Windows-based, graphical Jail Management application and consequently, acquiring Enterpol.

The Computer Aided Dispatch (CAD), Records Management System (RMS), and Jail Management System (JMS) were enhanced and integrated to offer a complete suite of applications that provide core functionality for your agency -- our **Enterpol Solutions for Public Safety**.

On top of the core product offering, the Enterpol Team at Huber & Associates, Inc. offers a complete range of consulting, support, and training services.

Thousands of Lotus customers rely upon the unique capabilities of Lotus Notes and Domino applications, and the abilities of our Lotus-Certified Development Team to meet advanced messaging, information access, and collaborative needs.

Huber & Associates offers support for installation of hardware and software, programming, training, and specialized operational support for your agency. We have significant expertise within the government and public safety industry. Our team will work proactively with your agency to develop and fully implement a cost-effective solution.

Enterpol Solutions for Public Safety – Product Overview

Heads of small and medium-sized law enforcement and public safety agencies have long complained that most Records Management, Dispatch, & Jail software is aimed at larger agencies, and is often much too expensive and complicated to even consider deploying.

With our **Enterpol Solutions for Public Safety**, Huber & Associates, Inc. hopes to remedy this situation. Enterpol is an integrated suite of applications based on the highly popular Lotus Notes/Domino groupware platform. The suite includes...

Computer Aided Dispatch (CAD)

Records Management System (RMS)

Jail Management System (JMS)

Also integrated with our Enterpol Solution is a printing and reporting utility called IntelliPRINT PLUS, which allows you to design reports and produce sophisticated output based on Notes Enterpol data. Our Enterpol developers use IntelliPRINT PLUS for form generation and automatic form filling. Any public safety form (for example, state-required forms) can be designed to any specification.

The fact that our Enterpol Solution is based on, and leverages, the **Lotus Notes/Domino** environment helps set it apart from other systems. Lotus Notes/Domino is the leading platform for messaging, collaborative applications and Internet integration. It is ideally suited for the public safety environment, with its ability to find, organize, mobilize, and share critical information. Lotus Notes/Domino provides outstanding security features, full-text searching capabilities, and it supports remote, disconnected users and/or locations.

Our Enterpol Solution is positioned as a highly functional solution that meets the needs of public safety agencies, regardless of size. It is licensed on a per-user basis, which allows agencies to take full advantage of the integrated solution at an affordable cost. There is no restriction on the maximum number of users, and users can potentially be granted access to all the integrated modules of Enterpol, for one price.

Enterpol is a proven solution within the public safety community, and is currently being used in multiple locations across the United States and Canada.

Lotus Notes and Public Safety – An Unbeatable Combination

Imagine this true-life scenario...

In an incident involving a sexual assault on a young woman, the victim's only recollection of the man's appearance was a tattoo on his forearm that read "Milkweed". That's not much to go on in a city of 116,000 people nestled in the heart of the mid-West. Fortunately, though, the local police force had a records system that was developed in Lotus Notes and Domino. The investigating officer conducted a simple search for the word on the man's forearm - Milkweed. Within seconds, the system identified a match. The next day, after the woman positively identified a mug shot, a suspect was arrested.

Our **Enterpol Solutions for Public Safety** software is based on Lotus Notes/Domino-- essentially the industry standard for Groupware. In essence, groupware software enables people to work together through enhanced communication, collaboration, and coordination.

A significant advantage that Lotus Notes groupware offers law enforcement is that data can not only be shared within an agency, but between agencies. In the 'Milkweed' scenario above, the suspect wasn't from the local town; he was from a nearby community. The officer accessed the

database as a result of the information sharing technology of Lotus Notes. A number of our Enterpol clients take advantage of this type of arrangement when they share our Central Names database.

Another aspect of Lotus Notes groupware is workflow. Workflow is a means of ensuring that the essential steps in a process are taken (such as the process of investigating a crime). A well-designed workflow application built within Notes results in information that can be managed and accessed effectively.

The final, essential part of the Lotus Notes groupware infrastructure is messaging, allowing you to send emails, book meetings, and assign "to do" tasks. The messaging aspect of Lotus Notes makes it possible to communicate when face-to-face interaction isn't possible or practical.

A number of factors contribute to the success of our Lotus Notes-based Enterpol solution:

Flexibility -- The rapid application development environment of Notes makes it easy for us to create customized solutions.

Scalability -- Our environment can support small workgroups of a few people, right up to hundreds of users.

Mobility -- Nothing on the market today matches our ability to support remote locations or users. The Replication feature of Notes makes that possible, as it gives users the ability to access the central database, even when disconnected from the network. An officer fifty miles from the station on a country road would enjoy the same access to information as he would working from his desk.

Security -- The infrastructure is extremely secure. Outside entry into the database or interception of a message is all but impossible.

With our Lotus Notes-based Enterpol Solution, small to medium-sized agencies have the ability to run their information systems as if they were a large one. Lotus Notes removes the distance barrier and allows a dispersed agency to run itself as if it were in a central location. Whether you have six officers or 160, Enterpol Solutions for Public Safety can help streamline the never-ending paperwork, freeing up officers for more productive purposes.

Enterpol RMS – Highlights

Huber & Associates, Inc. lives by the motto '*making software tools work the way you need them to*', and our **Enterpol Solutions for Public Safety** is a prime example. Enterpol is an end-to-end solution consisting of three modules -- Computer Aided Dispatch (CAD), Records Management (RMS), and Jail Management (JMS) -- representing a core functionality required by most public safety agencies, regardless of size. It supports a multi-agency environment without being cost prohibitive for small to medium-sized agencies.

The **Enterpol Records Management System (RMS)** interfaces with Enterpol CAD, so calls cleared from Dispatch will automatically begin an Occurrence Report in the Records System. If an Agency is not utilizing the CAD module, reports are initiated in RMS.

Enterpol RMS--the heart of the Enterpol Solution--is a Lotus Notes-based application. Lotus Notes is ideally suited for law enforcement because it is a groupware environment that enables people to work together through enhanced communication, collaboration, and coordination. It eliminates many barriers to communication and information gathering, such as distance and accessibility. This is extremely important to public safety. After all, if a business team fails to communicate and share information effectively and securely, the worst that can result is a loss of revenue or decrease in market-share. However, if this happens in a public safety organization, the consequences can be much more serious and far reaching!

Enterpol RMS allows an officer to track all aspects associated with a case in a simple, straightforward fashion. It captures information on people, vehicles, property, photos, and other activity associated with a case. It is structured using a hierarchical system where supplementary reports, court summaries, and action items are created directly from an original occurrence report. RMS is deliberately built to mirror the natural process of investigation and prosecution, while ensuring important steps in the process aren't missed. (We know public safety personnel are not computer programmers, and you don't have to be to use Enterpol RMS effectively!)

Electronically managing records with RMS makes life easier for public safety officers. For example, when completing an accident report, an officer can retrieve a customized form from the system and all the information that was collected about the persons, vehicles, etc., is automatically printed on the form. There's no cumbersome paperwork or duplication of information because it's only entered once.

Enterpol RMS utilizes IntelliPRINT PLUS for generating custom agency forms, at the click of a button, directly from the database.

With Enterpol RMS, you have the ability to attach digital or scanned photos and external PC documents.

A Cloning feature drastically reduces reporting time by allowing you to 'copy' information previously entered into the system (for example, on repeat offenders). Cloning works between the integrated Enterpol modules. For example, if a jailer books an individual into jail before the officer writes his report, the officer can clone the personal information that was previously captured by the jailer, or vice versa. Cloning can be done from a Central Names Database, allowing neighboring agencies to share information.

The software's Full-Text Search capability is one of its most outstanding features. You can search any word or number in a document or attachment. For example, you could search for a stolen outboard motor with no serial number because you could search by 'motor', 'outboard

motor', or the motor's brand name. Lotus Notes lets you link and identify something when it's otherwise tough to do.

Another feature of our Enterpol solution that makes it a leading candidate for use by public safety agencies is Replication. This feature gives your agency the ability to support remote locations or users. Officers can carry a complete copy of Enterpol RMS on a notebook computer, allowing them to access the system while disconnected from the network. Additions, changes, & deletions are synchronized with the central database via a wireless connection, over a remote phone line, or back at the station over the network. An officer fifty miles from headquarters on a country road would enjoy the same access to information as he would working from his desk.

Additional RMS features include: support for UCR/NIBRS, warrants, citation tracking, field contacts, civil process, house watch, officer training, bicycle registration, pawn shop, etc.

We always encourage potential agencies to consider the possibility of sharing a Central Records Management System with other surrounding agencies. We feel the cost benefits and information-sharing advantages are too great to be ignored. This ability to cast a wider "information net" is especially useful in an age when most crimes are committed by criminals who are very mobile, repeat offenders.

The **Enterpol Solutions for Public Safety** is cost effective, reliable, and adaptable. The solution lets you keep front-line officers on the street. Officer safety is improved because information is instantly available at your fingertips. And, that translates into better public safety all around!

Enterpol CAD – Highlights

A house in flames ...

An elderly parent in urgent need of medical care ...

A robbery in progress ...

When emergencies arise, help is needed fast. Dispatch Centers need to provide prompt access to fire, police, and ambulance services. In order for this to happen, critical support systems must offer reliability, functionality, and speed of response.

Huber & Associates efficiently answers this call to service with **Enterpol Solutions for Public Safety**. Enterpol has three major modules: Computer Aided Dispatch (CAD), Records Management (RMS), and Jail Management (JMS). Traditional software can only handle one function, but Enterpol is designed as an end-to-end solution comprised of applications that handle not only the Dispatch Center, but also every aspect of public safety. It supports a multi-agency environment without being cost prohibitive for small to medium-sized agencies.

The **Enterpol Computer Aided Dispatch (CAD)** module tracks incoming calls for service and available resources utilizing an easy-to-use, intuitive interface. Logs are created that reflect all activity associated with both calls and units, and with just a few clicks, the logs can be queried right from within CAD.

'Geobase' integration is available so dispatchers can validate location details with a geographical database. Consequently, consistent data entry is enforced through verification of street addresses, street names, and common place names. Quicksearch identifies the nearest intersection. Previous incidents at a location are shown, as well as alarms or hazards associated with a business or residence.

Enterpol CAD has capacity for multi-agency deployment. Dispatchers can manage multiple incidents simultaneously and feed multiple Enterpol Records Management Systems. When a call is cleared, the information is not only sent to a Dispatch History database, but the incident information can also be fed to the appropriate Agency RMS database. Dispatch History and RMS databases are Lotus Notes-based, so sharing and retrieving information is quick and easy!

Officers and dispatchers must often observe strict rules and standards when dealing with any type of occurrence. To avoid confusion, Enterpol CAD features easily viewable deployment plans that can be customized for each incident type or zone.

A user-friendly interface simplifies routine tasks of dispatching. A number of keyboard access keys are available so that much of the application can be operated through shortcuts. (In pressure situations, shortcuts can save crucial seconds!)

With Enterpol CAD, Dispatchers have control over the way information is displayed on their screens, too. Each Dispatcher can customize the screen to match personal preferences, and when he/she logs on, user preferences are loaded automatically.

Our Enterpol Solutions for Public Safety will dispatch functionality, reliability, and speedy response to your Dispatch Center!

Enterpol JMS – Highlights

Are you shackled by the time and effort it's taking to manage your Jail?

Our **Enterpol Solutions for Public Safety** -- an integrated, end-to-end solution consisting of modules for CAD, RMS, & Jail -- can set you free! While traditional software can handle only one function, our integrated Enterpol Solution is designed to better manage information, improve efficiency, and save time and money by allowing users to access and share information. For example, a common image storage database could contain mug shots, accident scenes or other images, accessible from every Enterpol module. Having everyone using the same software is vital to tracking down the 'bad guys'.

Enterpol Jail Management System (JMS) is a complete jail management package created exclusively for use in the Lotus Notes environment. Enterpol Jail supports complete tracking of inmates from their arrival to your facility until their release.

The program includes booking and incarceration records of inmates, with history records for various inmate activities and events while incarcerated.

Inmate records can be cloned, so you never enter information already in your system. Historical records are maintained while new personal inmate information is recorded. Booking record details, including scanned or digital mug shot images, are automatically imported into the incarceration record.

Inmate History records are listed individually, per inmate booking, and include:

Activities/Incidents

Charge/Docket

Cell Movement

Time Served Detail

Visitor & Telephone Records

Medical History of Screenings/Distributions

Our Enterpol Jail Management System includes a Trust Fund Accounting feature that tracks deposits, purchases, and adjustments while an inmate is incarcerated. It coordinates with a Commissary program to deduct purchases automatically.

The Commissary Program tracks Spend Sheets and Commissary inventory, with an option to accommodate indigent inmates.

Facility information includes jail entry logs, jail personnel and code information that can be securely stored.

Set yourself free with the **Enterpol Solutions for Public Safety!** It is an end-to-end, integrated solution that will reduce paperwork and duplication of efforts because information is entered only once. With our Enterpol solution, officer safety is improved because information is instantly available at their fingertips. And that translates into better public safety all around!

Customer References

Huber & Associates has grown its business volumes over the last seventeen years primarily through customer references. Therefore, customer satisfaction is our number one priority. In recognition of our excellent customer satisfaction record, Huber & Associates has been given “Premier Business Partner” status by IBM. We are very proud of this recognition, but even more proud of what our Enterpol customers are saying about us...

“The Enterpol software is excellent. It does everything we need and then some. If there is something it can’t do, Huber & Associates is very good about changing it to fit our needs” “Support is as important as the product. Huber & Associates has always been there to help or fix something for us. The staff is always trying to improve the software to meet our needs. The support is excellent ...”

Mike Yoder, Sumner County Sheriff, Kansas

“After looking at nearly everything on the market, I feel Enterpol is the best RMS product out there — price ranges not withstanding” “I am very grateful for the support. They have always been prompt, professional, and flexible to meet all of our needs...”

Curtis Nightingale, Newton Police Department, Kansas

“We use the Enterpol CAD software, and it has some fabulous features. Our favorite is the E911 feature. We can create calls quickly & efficiently...” “TeamHuber is awesome! They listen to your ideas and put them into action. Their knowledge & customer service goes beyond the Enterpol software. They always go the extra mile to satisfy their customers”

Natalie Yardley, Atchison County Communications Center, Kansas

“The most user friendly application of the many we looked at. Great product at a reasonable price ...”

“Absolutely the most responsive support we’ve experienced. Prompt replies and solutions to our requests ...” *Steve Holmes, Pratt Police Department, Kansas*

“Lotus Notes & Enterpol are instrumental in our Agency achieving standards as directed by CALEA (Commission on Accreditation for Law Enforcement Agencies) ...” “Enterpol TeamHuber support is outstanding and of exceptional quality ...”

Rocki Smith, Six Nations Police, Ontario

“We’ve been an Enterpol user since October, 2000. It has really helped in tracking reports and reducing paper use. Easy to use...” “Any problems have been solved in a quick and timely fashion with nothing major, only small issues ...”

Frank Phillips, Kahnawake Peacekeepers, Quebec

“I like everything about Enterpol. It’s all good! ...” “Everyone at Huber is very knowledgeable. It’s nice to know that I can call anyone at Huber, and I’ll be taken care of ...”
Angela Nolan Souliere, Anishinabek Police Service, Ontario

“The Enterpol system is everything Huber & Associates said it was. It is user-friendly, and it is efficient. Anyone can call, and I will be happy to talk to them ...” “Support is great on all levels. Huber & Associates work with you on what you want...”
Tim Ensz, Weatherford Police Department, Oklahoma

“The full-text search is the best I’ve seen. Enterpol RMS views allow ease of keeping statistics and tracking activity of officers. It is easy-to-use. There is no downtime because of software problems! ...”
“The folks on the Enterpol Team are highly skilled, intelligent, friendly, patient, and extremely knowledgeable about the Enterpol solution and Lotus Notes. They are the nicest group of people to work with! They are continually working with the product to make improvements that help the user, and they are always willing to listen to concerns and find ways to improve the product to meet agency’s needs...”
Edna Reder, Atchison Police Department, Kansas

“The Enterpol system allows all areas to work together very easily. When we have to do different statistics, it is very easy to comply...” “Enterpol TeamHuber has been very eager to help us in any way. Our local support is always there to help and will travel out to the agency if needed...”
Sammy Ensz, Weatherford Police Department, Oklahoma

Summary

For our Enterpol TeamHuber staff, a commitment to quality service and excellent client relations is a source of pride and is considered to be an essential component of the ongoing success of our company.

We encourage you to contact our many references, as we believe these contacts can provide the only true measure of a vendor’s experience and reliability. We believe that Huber & Associates, Inc. provides you with the best choice for a strategic partner – a partner who can help you today and well into the future by providing outstanding products, personnel, experience, and dedication.