

Memex Law Enforcement Solution

Client requirements document

**A summary of UK policing requirements in relation to the
Memex End-to-End Policing**

1. INTRODUCTION

In this document, we outline what we see as the principle requirements of our UK police clients today, both in general terms, and as regards the purchase of an IT system.

In general terms, we discuss important drivers for today's UK police services, such as customer service, adherence to MOPI requirements, providing a risk-based response to crime and the ability to share information with other law enforcement agencies. All of these things are critical to today's UK police services, and need to be an *integral* part of any IT solution for policing.

In addition, there are a number of additional and more IT-based requirements which we at Memex have discovered are equally as important to our police clients, and which truly make the difference to the choice of a Memex system over a competing system. Among these IT-based factors are elements such as performance, implementation time, lifetime cost and empowerment of users.

In the sections below, we discuss all of these requirements, both generic and IT-specific, and outline why Memex is truly an end-to-end policing solution, and the system of choice for today's UK policing professionals. For more information on anything contained in this document please contact Lindsay Marshall, Marketing Manager, Memex Technology Limited at lindsay.marshall@memex.com

2. GENERIC REQUIREMENTS

2.1. Policing in the 21st Century

There is massive change in the challenges facing policing in the 21st century. Threats are changing from terrorism to anti-social behaviour. Minimum standards help drive actions taken by your team and these minimum standards change as your policing priorities change.

As priorities change the nature of information searched for changes. Memex's inherent searching capabilities, highlighted elsewhere in this document, ensure relevant information and intelligence can be easily accessed and analysed.

2.2. Enhanced Customer Relations

Police Services in the 21st century are moving towards ever closer partnerships with the communities they serve, in order to provide a better and more responsive service. However, this has to be achieved in a very demanding environment with increased regulatory demands, financial restrictions and ever increasing demands for scarce resource.

As a private company, Memex appreciates the requirement for strong customer service and has developed the Crime and Intelligence modules as part of its 'End-to-End Policing Solution' with this in mind.

The 'Single Person Record' around which CIMS is built is not just a response to MoPI but more a recognition that every member of the public is a customer and every contact between the police and the public is significant and will help police to tailor their response to these people when dealing with future events.

This informed, tailored approach facilitates the delivery of enhanced levels of service and helps the Police to build levels of confidence and satisfaction amongst the communities it serves. Specifically allowing compliance with guidance such as the Victims' Charter.

This functionality also has implications for the safety of the public, officers and police staff. Any intelligence relating to subjects with a history of violence is immediately prioritised and highlighted within records. This ensures information relating to safety can be pushed to users by a variety of alerts such as email, SMS and workflow. Newly reported incidents with safety implications such as 'assault with a knife' can be identified and in real time.

2.3. Risk-based Response to Crime

Memex supports the UK policing strategy of implementing a tailored response to crime and events. Advice is tailored by each organisation and is based on POLE criteria as well as specific issues such as repeat victimisation. Adopting such a risk-based approach informs and guides staff in their response to requests for assistance from the public, enabling Police forces to deliver enhanced levels of service.

The Memex advice engine runs automated searches to provide real-time advice, by ensuring all relevant information and force guidance is known before key decisions are made.

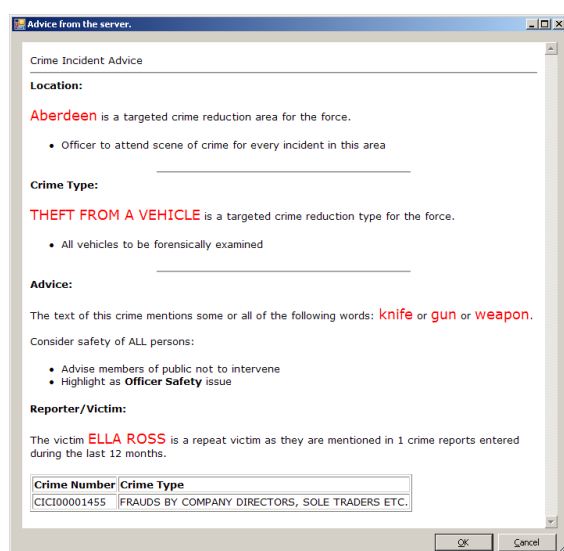


Figure 1 Advice Engine

2.4. Management of Police Information

Unlike competing solutions that provide modular compliance, Memex is the only solution on the market to provide compliance with the MOPI Code of Practice from within the actual solution.

Memex provide a Single Person Record with a MOPI tool within the Memex solution that aids the review, retention and deletion of the Single Person Record. Reviews of Single Person Records are identified and users automatically notified of both timed and triggered reviews.

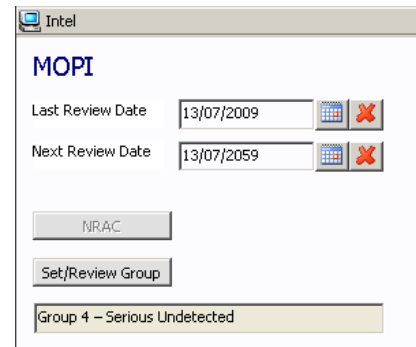
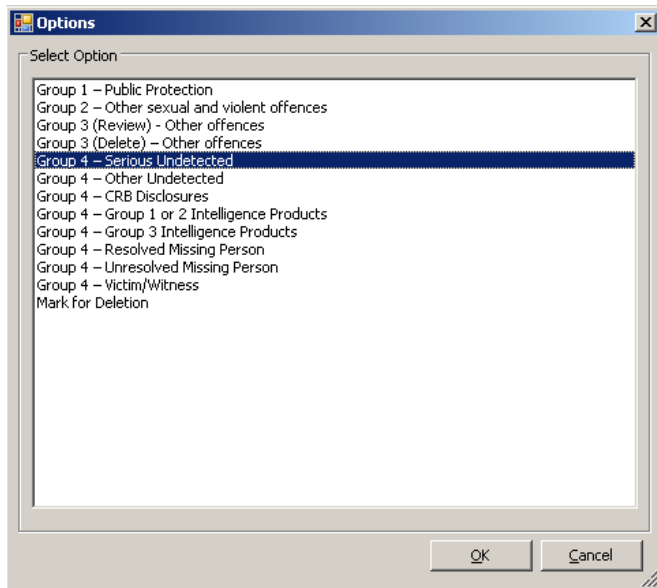


Figure 2 & 3 MOPI Review Screen & Review Group Options

2.5. Communication

Effective communication helps drive efficiency. Memex helps improve communication through flagging of information to briefing officers. This allows timely and relevant briefings in accordance with the National Briefing Model.

The Memex solution helps improve internal communications through our integrated Action Management module. Supervisors can assign other users tasks with a due-by date that will send automatic reminders if the action is not undertaken in the appropriate timescale.

Memex also aids communication at internal strategic and tactical meetings. Intelligence held within the system can be used to help drive your reviews and set your operational and strategic goals.

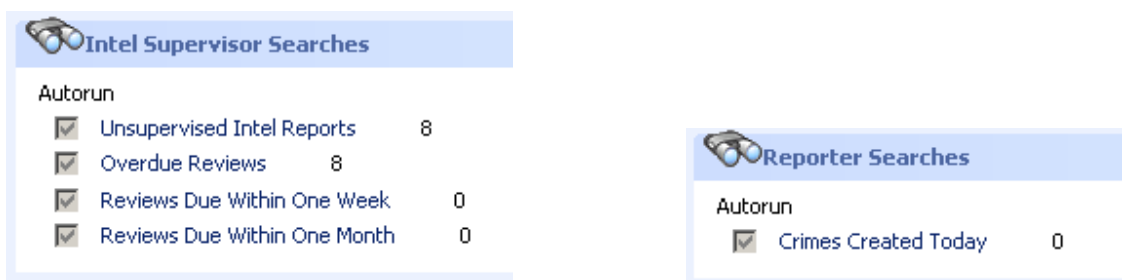


Figure 4 & 5 Intelligence Supervisor Searches and Crime Reporter Searches

2.6. Officer Visibility

Neighbourhood Policing is a national policing priority and Memex provides your organisation the ability to increase frontline officer visibility and improve public confidence. Time saving efficiencies ensures use of the system is quick and easy, releasing resources to frontline policing.

We use best practice from leading users to design best practice templates and action plans tailored to your requirements. This ensures quality and consistency of information entered into the system. Templates help drive best practice throughout the system providing enhanced time saving efficiencies.

Memex also supports mobile access to our system, allowing immediate entry of data while officers remain on patrol. This enhances high visibility policing and provides best use of scarce police resources.

Figure 6 Officer Safety Warning

2.7. Collaboration and information sharing

Memex facilitates collaboration and the sharing of information in a number of ways:

Force to Force Information Sharing

Harness the power of other organisations' intelligence, whether you are an existing Memex customer or not, and join the ever growing cross-border intelligence sharing network of Memex users and realise significant benefits in the fight against organised crime and terrorism.

National Information Sharing

Memex works with several national organisations who have implemented national intelligence management and information sharing solutions. Through access to Memex you could also join that national framework.

Cross Industry Information Sharing

Many non-police government bodies use Memex within their investigation units. Increase the breadth or intelligence available by hooking in to these government systems.

2.8. Information Reporting

An example of this may be the incidence of key crimes such as Robbery. Memex not only addresses the traditional Management Information issues but also provides this information in real time. Staying with the example of Robbery rates, by using the system's Home Page a Crime Manager and OCU Commander can have an alert sent to them every time a Robbery is reported. A hot link will allow them to check to ensure all local directives and Minimum Standards have been completed. The ACPO team can have the same searches or perhaps more importantly live rolling stats for Robbery across the Force.



Figure 7 – Information Reporting – Search for “Crimes involving Fraud” 94 results

3. IT-BASED REQUIREMENTS

3.1. Empowerment

Another key driver of UK Police is the ability to empower your workforce. Memex understands this and, through its role-based security model, the Memex system enables users of all levels to access data within the system which is relevant to their role and responsibility. Memex is an enterprise-wide solution that provides the relevant access to the right people in real-time. This ensures decisions are made on the widest pool of information available.

Information feeds information, therefore the larger number of different types of users accessing the system, understanding how this can help them to perform their job better, the more likely they are to enter information, and progress a virtuous circle of information recording.

3.2. Performance

Performance uplift is a key driver for any new technology implementation and Memex's end-to-end police solution is no different.

Memex helps transform your organisation making it more efficient and effective in a number of different ways:

Single Platform

Organisations are looking at integrated business solutions rather than technology packages. All Memex solutions operate on the same technology platform: Memex Series VI.

This underlying technology ensures that all applications, whether it be Crime, RIPA or Intelligence, can operate in a common environment. This provides massive benefits through interoperability of solutions, using standardised tools and writing to common core records. Key benefits for a single platform include implementation timescales, training and cost of ownership.

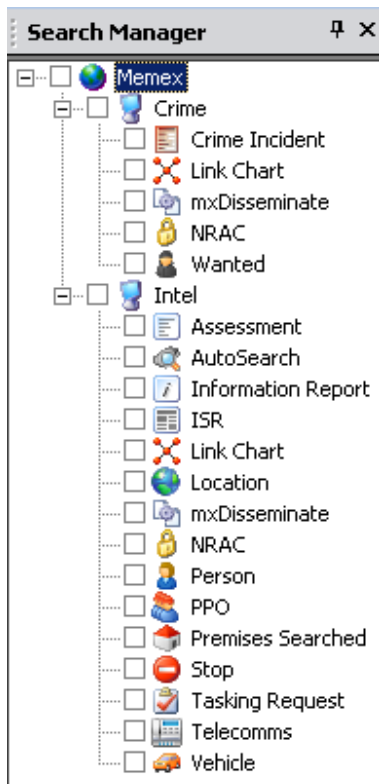


Figure 8 Search Manager highlighting Crime and Intelligence applications within the same platform

Information Access

Memex's pedigree is based in the search and retrieval of Intelligence. Being able to retrieve information from the system no matter how it was entered is key to the success of this system.

Free Text Search

Memex provides the ability to search for every single word within the system regardless of where it was entered. Even when a name is wrongly typed in an address field, it will be found. This is of huge benefit when accessing data on newly identified emerging issues.

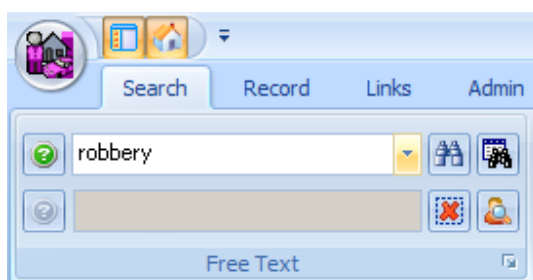


Figure 9 Free Text Search for "robbery"

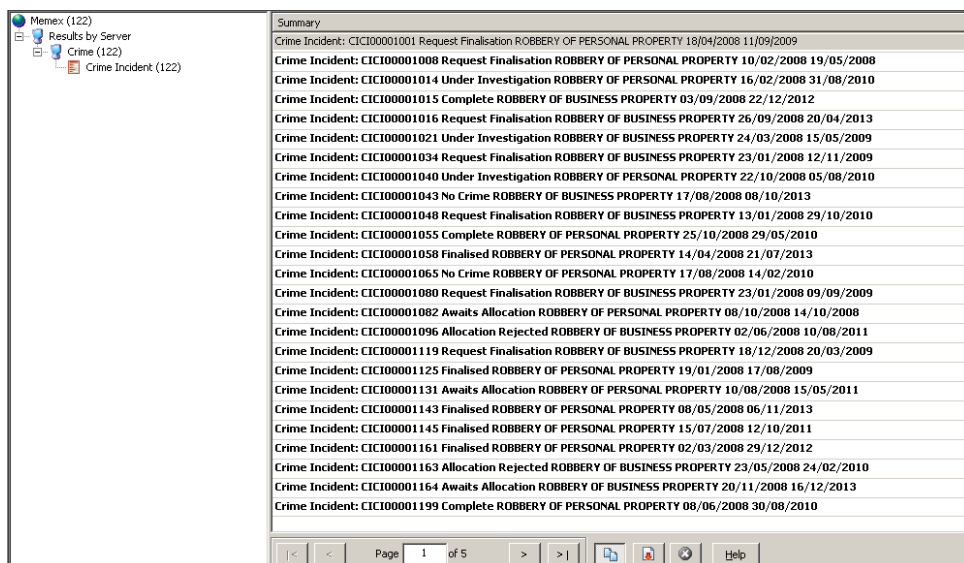


Figure 10 Free Text Results for "robbery"

Smart Search

This provides the ability to use the expertise and experience held within your organisation, by building a number of searches into a single 'Smart Search'. This ensures consistency of search and allows less experienced staff to benefit from the experience of subject matter experts.

Attachments

All electronic files can be added into the system allowing large amounts of data to be stored quickly and made searchable immediately. Having found a hit in an attachment the hit is highlighted in red. This is especially important in multi-agency working where large files are passed between agencies.

Speed of search

The system is able to perform vast numbers of searches without affecting the performance of your overall system.

3.3. System Flexibility

At Memex we are firm believers that any IT system should conform to an organisation's business process, and not the other way around. The Memex solution can be easily configured to match your organisational structure and information management workflow.

A key feature in reducing the impact of any IT implementation is the ability of the system to meet existing challenges, as well as allowing response to new challenges in the future.

The Memex solution incorporates a high degree of flexibility, enabling application administrators to carry out any aspect of reconfiguration or change:

- Entire forms and modules e.g. Crime Summary or Premises Search system
- Menus
- Permissions etc. without any specialist IT knowledge

This ensures you can capture new pieces of information in response to emerging trends at negligible cost.

For example, if national ID cards were introduced and you'd like to capture this within your STOPS reports. Using Memex it's a five minute job at zero cost.

Case Study Example – OTRCIS: Overseas Territories Regional Crime and Intelligence System

A fully integrated Crime, Intelligence and Multi-Application System which encompasses British Territories in the Caribbean including British Virgin Islands, Turks and Cacaos, Montserrat and Cayman Islands.

The system captures information on Aircraft, Bond Control (financial), Criminal Records, Container Movements, Crime Reports, Tourist Information, Drug Seizures, Immigration, Watch Lists, CT. Incident forms track everything from parking tickets to armed robbery and ammunition issued (Firearms).

This system has evolved from an Intelligence system – without intervention from Memex – into an Information Management System for a small government.

3.4. Dashboard

Many organisations are looking to implement IT systems that will drive the user experience and guide them through their use of the system. This is where the Memex Dashboard comes in – a home page that is configured to meet all different role types within your organisation which highlights the most urgent priorities ensuring resources are effectively allocated in real time. In simple terms this ensures your organisation is able to accurately match resources to demand.



Figure 11 Intelligence Supervisor Dashboard/Homepage

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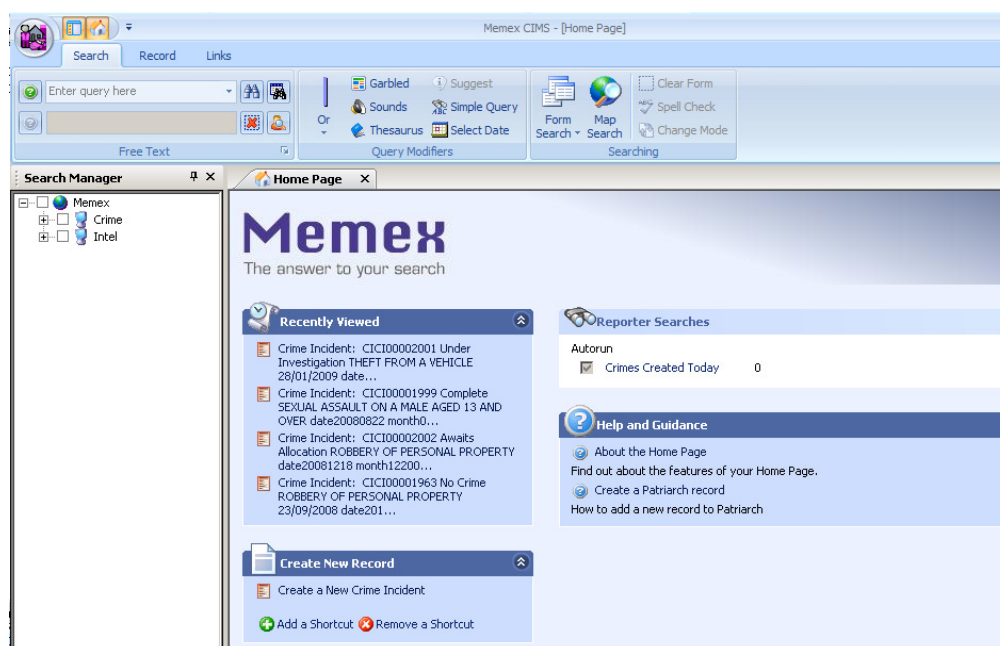


Figure 12 Crime Reporter Dashboard/Homepage

3.5. Analysis

Memex automatically provides much of the basic information analysts are often tasked with producing. By freeing them from these more mundane tasks they are freed to use their expertise to produce quality analytical products with obvious benefits to your organisation.

Simple and effective methods of analysis allow users to explore links and relationships between any elements on the system which have a substantiated connection. This exploration is visual and provided as a standard part of the system.

Discovery of previously unknown or hidden relationships

Memex can automatically identify potentially significant relationships which may not have been easily discernible from the source data. This can be produced automatically in seconds. This is displayed in a visual chart which is more than enough to strongly indicate areas that should perhaps be investigated further.

This is NOT a magic “whodunit” button, but it can be invaluable in suggesting lines of enquiry that can be verified through human intervention.

Support Analysis – Automation

Memex supports analysis of statistical distribution of names within intelligence reports - used at several Forces to ensure they detect People rising to prominence (and those disappearing off the radar). The system enables you to tie together information from any databases and let the data owners know if there are any new developments. For example, a national force uses Memex to look for Stops that have occurred in the same location as Crimes +/- an hour, and to mine their partner data to look for occurrences of any of their flagged Person records.

Memex provides real analysis tools that help catch real criminals and real terrorists. We can help your organisation do the same.

3.6. Cost Savings ROI

In the current climate organisations are under tighter financial constraints than ever, with the demand made on IT systems ever increasing. Memex works with our customers to implement the Memex solution within tight timescales. This enables our customers to recognise benefits and achieve results from the system faster than ever.

3.7. Partnership

At Memex we firmly believe that the best solutions come from close partnering, with the solutions provider and customer working together to help build safer communities. Our experience shows that this helps to minimise risk for both the force and the supplier. Memex has an extremely high level of customer retention that demonstrates how true partnerships can benefit both parties.

We are committed to building systems designed by police for use by police. We are determined to offer solutions that are the best fit for your business processes but which you can adapt as part of your business change.

Memex has a vision; in terms of Information Management Systems. Memex is working towards an Enterprise Information Management Solution encompassing all police applications. Integrated crime and intelligence is the first phase in this. Applications such as Case and Custody are on our solutions roadmap for the next few years. Our view is that our customers want solutions designed by police for use by police. Solutions that offer tangible and qualitative uplift in terms of business performance. The only way that we can hope to do this is to build systems in partnership with Forces.