

POLICING & JUSTICE

People communicate.

We simply connect them.

All data has its own value. The more accurate and current the data, the more value it has for those who use it. By introducing TotalMobile™ to their mobile workers, a US Department of Juvenile Justice was able to improve efficiencies, exchange information in real time and increase the safety of their drivers and juveniles while in transit.

Until recently, the Department of Juvenile Justice of a Central U.S. State relied heavily on paper forms to document progress and report incidents. This meant they were unable to effectively monitor the transfer of juveniles from one facility to another. Supervisors had no real time status on transfers, current locations, expected arrival times or authentication of transfers, and there was no connection between devices and the electronic process at the central office.

Before TotalMobile™, drivers began and ended their day at admin offices. In the field, there was no way to track where juveniles picked up or dropped off. En-route supervisors had no control or access to their travel times, location or changes in work orders. The drivers had no access to information at the central office while in the field.

TotalMobile™ developed a standard platform that could be easily customized to suit the requirements of the Department. It gave their mobile workers the ability to work with digital forms, signature and photo capture through Folio and real time integration with their back end systems. They also got over-the-air control of time cards and real-time project and asset information status.

By providing field workers with remote access to case histories and changes in work orders, they can now start their day at the first assigned site – no need to make a journey to the admin office first. The TotalMobile™ Applications Platform provides information about the number of visits, the time spent at each location and the ability to capture the authorized signature at the juvenile's new facility – giving the mobile team more control over their productivity and access to the data they need to perform their jobs efficiently

TotalMobile™ reduced the need for paper forms, provided real-time access to case history and back end integration, saving time, money and reducing errors. This in turn provided a higher level of safety, monitoring and supervision to drivers as well as the juveniles in transport.

MEASURABLE SUCCESS

- Increased productivity
- Increase safety of team and juveniles
- Significant reduction in fuel costs

