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The Source of Smart Solutions

Toronto Police Service
To Serve and Protect

Client: TORONTO POLICE SERVICE
On the Web: www.torontopolice.on.ca

Client Background
The fifth largest municipal police service in North America, TPS prides itself on its crime management programs, which include community policing, and on its innovative use of technology. These programs have enabled the Toronto force to have one of the most enviable records in policing anywhere in the world.

Client's Business Challenge
Increase the efficiency and effectiveness of incident reporting and management, while reducing the operational cost substantially.

How RCM Helped
RCM's long standing relationship with TPS made it the logical partner to design, build, and test and implement the solution. RCM's team of project/development managers and programmer/analysts worked closely with the users and TPS management to ensure the solution would be right.

The solution, called eCOPS (Enterprise Case and Occurrence Processing System), required a robust and scalable database, integrated with mobile installations. Since its Oracle licenses were about to expire, TPS also seized an opportunity to review its choice of database software and choose an information management product to meet its future needs, both financially and technically.

Value Delivered
Before eCOPS, patrol officers had limited access to crime data using radio communication. With eCOPS there will be a two-way flow of information. Using an intelligent client design (a hybrid Java client and Web browser), officers can query the core database from the remote laptop and receive timely replies on the history of occurrences at a particular address, the past records of individuals and other information that can hone an investigation.

The eCOPS solution, which will be deployed in approximately 450 patrol cars by early 2004, provides "one-stop shopping" for all information concerning cases, occurrences, arrests, warrants and other police information. By shifting the data entry points from administrative staff to the officers on the beat, it will save TPS about $2.9 million every year after installation is complete.

Technology
DB2 Universal Database, DB2 Universal Database, Satellite Edition, WebSphere Application Server, SecureWay Wireless Gateway, MQSeries, VisualAge for Java