

Why Case Service?

Because Time Matters

Innovative cloud-based technology to cut response times to zero

Overview

Developed by former law enforcement officers, Case Service is a virtual investigator that instantly communicates with your citizens through voice, mobile, web, and text. It cuts response times to zero for most non-emergency incidents and allows your agency to focus on other areas. The intelligent automation enables your agency to provide effective self-service for citizens who need help with non-emergency incidents.

Feature	Officer Response	Case Service	Lexis Nexis' CopLogic
First Call Resolution	x	x	
Officer Contact Optional		x	
Officer Contact Required	x		
Web Reporting		x	x
Voice Reporting	x	x	
Native Mobile App Reporting		x	
Text-to-911 Ready for Reporting		x	
Founded and Operated by Former Law Enforcement Officers		x	
Owned by a Subsidiary of a Multinational Publishing and Information Company			x
Agency Report Review	x	x	x
Active Reporting Error Prevention	x	x	
Jurisdictional Boundary Reporting Alignment	x	x	
OTS Business Process Alignment	x	x	
Paperless Review and Approval		x	
Simple System Dashboard		x	
FIPS 140-2 Encrypted Data at Rest		x	
Value Based Pricing by City Size		x	
Database Integration		x	x

Why Case Service?

- Shift 20 percent or more of citizen calls to automation, effectively increasing patrol capacity
- Reduce re-calls to dispatch from citizens who otherwise would be waiting for a patrol unit to respond
- Multilingual support
- CaseNumber.com
- Simple, light user interface
- Zero hardware expense
- Cost-effective pricing model
- Completely web-based: more feature enhancements
- We provide cost-benefit analysis to demonstrate ROI