

Document Solutions for Law Enforcement

Police Department teams up with MTS Software Solutions Resulting in Automating Public Access to Reports

Summary

Police Department in the Northeast is able to provide an automated system for people to save time and money when accessing their accident reports. The department was able to cut the wait time to generate these reports from multiple weeks to one day. As one of the largest police departments on the East Coast, the solutions needed to be able to support a huge amount of traffic to the newly installed automated system. MTS Software Solutions solved their challenges in a very specific, customized way.

Challenges

- Accident Reports would take 4-6 weeks to receive
- Was overstaffed to deal with over 3500 reports per quarter
- Constant lawsuits were filed because of lack of speed and efficiency to generate reports

Why Oracle with MTS Software Solutions?

- The software allows for a unique and customized interface
- It supports all of the scanned documents and allows for an automated process that creates ease of use for the community
- Instantly retrieves information for any case or file in the departments database

Solutions provided by MTS Software Solutions

- Created a unique and customized website to automate online payments
- With constant customer service, the department constantly runs smoothly and efficiently

ROI

- Increased revenue by 100% in the first year
- Decreased time it takes for accident reports to be generated
- Decreased staff by automation saving money to the department
- Timely payments were made since consumers could pay online
- Decreased lawsuits close to 100% because of timely generated reports

“In such a large city, it was imperative to have a more efficient way to get our community’s reports to them and save them time and money by automating our system. We now have a system that has cut this process from 4-6 weeks to just one day. We have removed all of our paper and digitized everything making us more productive. MTS Software Solutions provided us with everything we need, as well as continued customer service support.”

– Company spokesperson