

Criminal Justice Agency

Customer

This criminal justice agency is one of the largest probation departments in the world. It provides an extensive range of services and deploys more than 5,000 employees in more than 50 locations throughout its geographic area. Considered a leader in the correctional field, the agency has multiple locations, including juvenile detention centers, residential treatment facilities and field offices.

Opportunity

The criminal justice agency was seeking a new alternative to its existing analog video surveillance system. Specifically, the law enforcement agency was looking for capabilities that it lacked in its current environment. On the security front, it wanted to be able to recreate any incident that may occur in one of its facilities for investigative purposes. The organization also wanted to listen to the audio while viewing live or recorded video through a single interface to streamline response and security operations.

The organization's strict security requirements pointed to an additional opportunity to introduce Verint® Media Recorder™, an advanced digital multimedia recording, retrieval and quality assurance solution. The idea was that both platforms could work in conjunction to provide an integrated safety solution to the public agency. The benefits of a combined solution were significant — integrating both the Verint Enterprise Video Management Software™ (VMS) and Verint Media Recorder solutions and enabling playback via a single interface provided a key selling point favoring the Verint solution.

Solution

A significant challenge in the public sector environment is to ensure video is available for forensic purposes when an incident occurs. Video surveillance aids in protection, allowing personnel to view more areas in real-time at less risk from a centralized location.

The complete suite of Verint video surveillance and audio solutions can deliver a new level of intelligence, allowing law enforcement agencies to monitor activities while augmenting officer capabilities and reducing liability. Verint solutions help



Customer

Criminal Justice Agency



Industry

Public Sector



Solutions

Verint Enterprise Video Management Software
Verint Media Recorder



Region

United States



Results

- Helps simplify operations, increase surveillance capabilities, and improve intelligence across the organization.
- Facilitates incident recreation and investigation by enabling audio and video to be reviewed through a single interface.
- Helps users make sense of large volumes of video and data captured at an enterprise or citywide level

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With Verint's powerful solutions, the criminal justice agency has enhanced safety and operational efficiency while receiving a significant return on investment.

simplify operation of video and audio surveillance for public sector agencies, making officers and operators more efficient while boosting their confidence in the value of video as a security tool. Verint Enterprise VMS is powerful, reliable and highly scalable. Its user-friendly interface is simple to operate and requires minimal training, while its health monitoring functionality helps maximize system uptime and the availability of video. Whether capturing incidents as they unfold in real time or facilitating investigations after the fact, the Verint solution can help put valuable video data in the hands of operators and law enforcement officers. To help ensure value and scalability, the solution integrates with a variety of networked facility systems to provide Actionable Intelligence® related to overall situation awareness. By deploying Verint Media Recorder, the criminal justice agency can capture audio from microphones and intercoms in common areas and holding cells to monitor conversations among inmates and between inmates and guards. When combined with Verint Enterprise Video Management Software, the system can serve as a forensic tool providing public safety agencies a complete view of captured data to expedite investigations, debriefings and training. Its integrated interface and advanced analytics can enable audio and video to be combined to capitalize on the robust functionality of two proven Verint solutions.

Results

At one of the largest probation departments in the world, Verint has helped to simplify operations, increase surveillance capabilities and improve intelligence across the organization. Users can easily tap into the solution's video viewing, distribution and investigation management tools to rapidly understand the details of what is happening as it occurs, easily export recorded video and close cases quickly.

Using the built-in health monitoring feature of Verint Enterprise VMS can help staff react proactively to potential issues to ensure video availability. Agencies can customize permissions to help ensure cameras are viewable only by those who are authorized to access them. In addition, a flexible and user-friendly interface delivers advanced visibility across the organization, augmenting existing manpower.


With Verint's powerful solutions, the criminal justice agency has enhanced safety and operational efficiency while receiving a significant return on investment. Furthermore, officers can be more productive while maintaining a critical level of security.

Verint. Powering Actionable Intelligence®

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