




## More power, greater capability in a rugged mobile solution.

Today homeland security and first responders are receiving a lot of attention across the nation. There is a keen awareness that public safety depends on the ability of these front-line professionals to do their jobs with great efficiency—especially in emergencies. From customs officers to ambulance drivers, many government workers have a role to play in keeping the public secure.



That was precisely the motivation for Henrico County, Va., to take the leap to the next level of mobile computing capability for its sizeable police force. Today's information technologies enable homeland security and first responder organizations—police, fire, border security and rescue/EMS—to do a great deal more in protecting public safety and responding with remarkable efficiency to emergency situations.

### **Standardizing on quality, proven performance and upgradability.**

Henrico County police had previously outfitted 90 or so of their non-uniformed officers (including investigative personnel) with

semi-ruggedized Panasonic Toughbook 71s. Those worked very well, and Henrico recognized the value in the GTSI solution that proposed basing the new systems for all 540 Henrico County police officers on fully ruggedized Panasonic Toughbook 28s.

“Standardization brings many benefits,” explains Sergeant Al Harper, “including ease of training; a fast learning curve when officers transfer to new positions; and streamlined IT administration, management and maintenance. We save in costs, time, effort—it’s great for management and great for the guys.”

#### **Keeping more feet on the street.**


The new systems are chosen specifically for their robust and rugged capabilities—robust enough to run the most advanced applications now available to the first responder community and rugged enough to move from the office to the field and handle any environmental conditions in between.

Advanced applications include computer aided dispatch (CAD), which helps to keep radio channels free for voice communications, and geographic information systems that give detailed information, such as incident location, proximity to sites with hazardous materials and building schematics. Such programs require robust memory, processor speeds and screen resolutions to build and show the detailed maps.

In addition, the systems support automated records management systems (RMS), an easier, more convenient and error-free way for officers to do incident reporting right from their mobile computer without having to drive back to the police station. And emerging solutions will enable automated datafile updates (such as arrest warrants, fingerprint files and mug shots) simply by driving by a transmitter location, such as a library, police station or other public facility.

#### **GTSI service and expertise make it easy.**

GTSI has solid experience providing solutions for homeland security and first responders. The GTSI selection of products, in-depth technical expertise, government procurement expertise, multiple contract and financing options, and familiarity with the IT challenges and the technologies available to answer those challenges are just a few of the elements that set the company apart.

GTSI enjoys providing solutions like these and offering terrific, proven products and services that help customers serve our country. GTSI concentrates on giving them the best possible solution, at a good value. 

## **SOLUTION SYNOPSIS**

### **CUSTOMER PROFILE**

The Henrico County, Va., Police Department is a sizeable organization composed of 540 uniformed and non-uniformed officers. Previously all officers had received mobile computers, including both ruggedized and semi-ruggedized models.

### **IT CHALLENGE**

The newer law enforcement databases as well as CAD, RMS and geographic information system (GIS) applications available to first responders required a more robust laptop operating system in order to perform at their peak. In addition, the Henrico County police wished to standardize on a single platform that would be tough enough for potentially abusive field conditions while allowing for easier management, training and use. They also required an established provider who would be with them for the long term.

### **SOLUTION**

The enhanced solution—based on ruggedized Panasonic Toughbook 28 notebook computers with in-vehicle mounts and wireless LAN services—gives Henrico all it requires now, plus a clear upgrade path to handle future enhancements. GTSI and Panasonic offered proven track records in first responder solutions and significant corporate stability.

### **RESULTS**

- Coordination of product and services vendors to ease Henrico’s administrative burden
- Faster primary and backup communications in times of emergency
- Ability to complete in-vehicle incident reports, transmitting electronically to headquarters

### **BENEFITS**

- Police response in emergencies is enhanced by the mobile solution’s better, faster, more reliable communications.
- Improved cross-communications with fire and EMS ensure a higher level of coordination and efficiency—a unified effort, instead of a segmented response.
- More officers stay on the street for longer periods of time, keeping in touch with the community, thanks to enhanced field reporting capabilities.
- The investment in the reliable Panasonic solution now ensures a much higher total return on investment (ROI) for Henrico County police.