

Agency Intelligence

IMPROVING TRANSPARENCY AND BUILDING BACK
COMMUNITY TRUST



Enhance Trust Through Transparency and Accountability



SEE

One of the greatest issues facing agencies throughout the United States is the lack of trust between law enforcement and their communities. Now more than ever, agencies need to rebuild that trust through transparency and accountability.

To make this possible, Tyler Technologies' Agency Intelligence enables agencies to see, analyze, and act upon their own data. This CJIS-compliant and flexible solution automatically generates intelligence and works for agencies by setting alerts that allow them to confidently act on their data.



ANALYZE

In addition, this technology enables agencies to meet state and federal standards detailing how data is collected and presented. With technology that allows leadership to compare data across agencies and create new best practices, the accountability, transparency, and trust expected of today's modern agencies is enhanced.

Agency Intelligence provides game-changing 360-degree views of agency and officer activity. Unlike other data solutions, Agency Intelligence investigates each and every critical data point and leverages artificial intelligence to proactively help determine what activities may be happening that can indicate challenges for an officer or agency that put them at risk.

This next-level technology eliminates friction by bringing all information together on one easy-to-use, intelligent cloud platform that allows agencies to confidently act on their data to truly become an informed and intelligent agency.

Keep reading to explore how Tyler's Agency Intelligence fuels the journey to modern policing.

The 3-Step Journey to Become an Intelligent Agency

With tools that allow agencies to see, analyze, and act, becoming a fully informed intelligence-based agency is possible for any law enforcement agency. Take a look at the following steps agencies can take along their journey to modern policing.



Step 1: See Your Data

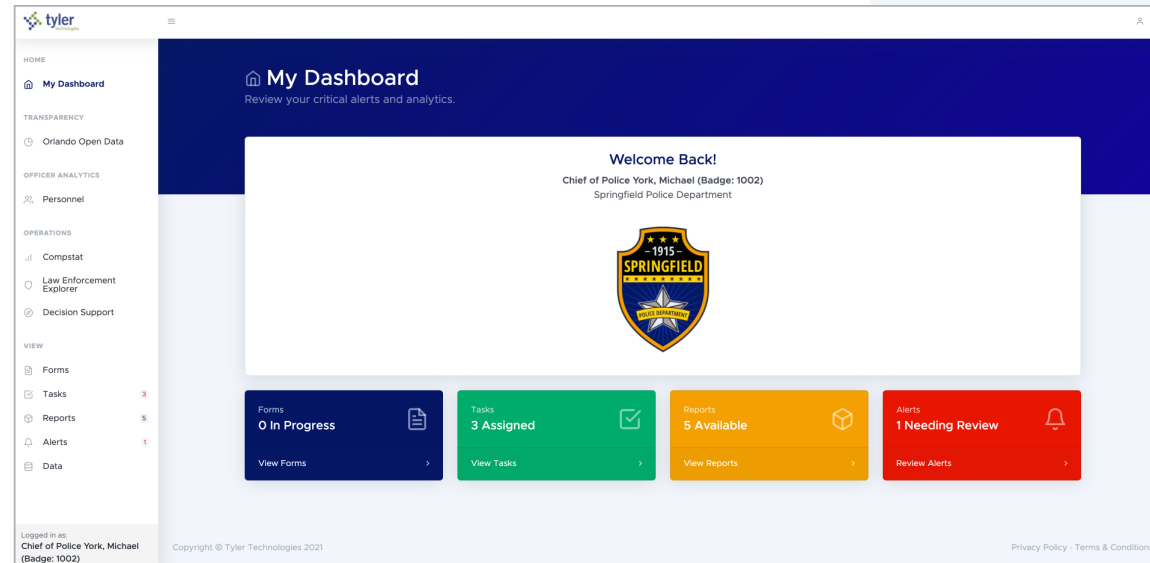
Improve Transparency:

At its core, Agency Intelligence strives to help agencies create transparency and build trust. To do this, the solution creates dashboards with standard or custom graphs and metrics that showcase agency data both to your community and police department. This provides agencies with the ability to:

- View one or many days, months, or years
- Filter information and drill-down into data
- Publish data for internal and external usage

With these capabilities, agencies can restore or achieve community trust by providing a mechanism to view and understand relevant data. The citizen-facing dashboards offered by Agency Intelligence provide community members with direct access to information they seek regarding officer and agency activities.





The Agency Intelligence dashboard provides easy-to-understand data allowing users to start shifts with a full view into matters that need attention.

Digitize Operations:

Removing dated paper processes and digitizing agency operations is the foundation of Agency Intelligence and a vital step along the journey.

Agency Intelligence's forms engine allows for agencies to:

- Utilize drag-and-drop functionality within the form builder
- Generate forms library with standardized forms for repeated use
- Create ad-hoc forms, without the need of your technology vendor
- Adjust component types and conditional formatting
- Configure visibility

By converting to a paperless, digital forms system, agencies complete another step toward having all of their data easily accessible in one location. Intelligence forms are designed with a tagging system users control to allow for each form to be 'smart.' This capability serves to configure visibility to an agency's data the instant the form is published and utilized.

With this functionality, agencies are one step closer to seeing, analyzing, and acting on their data through the improved ease of use.

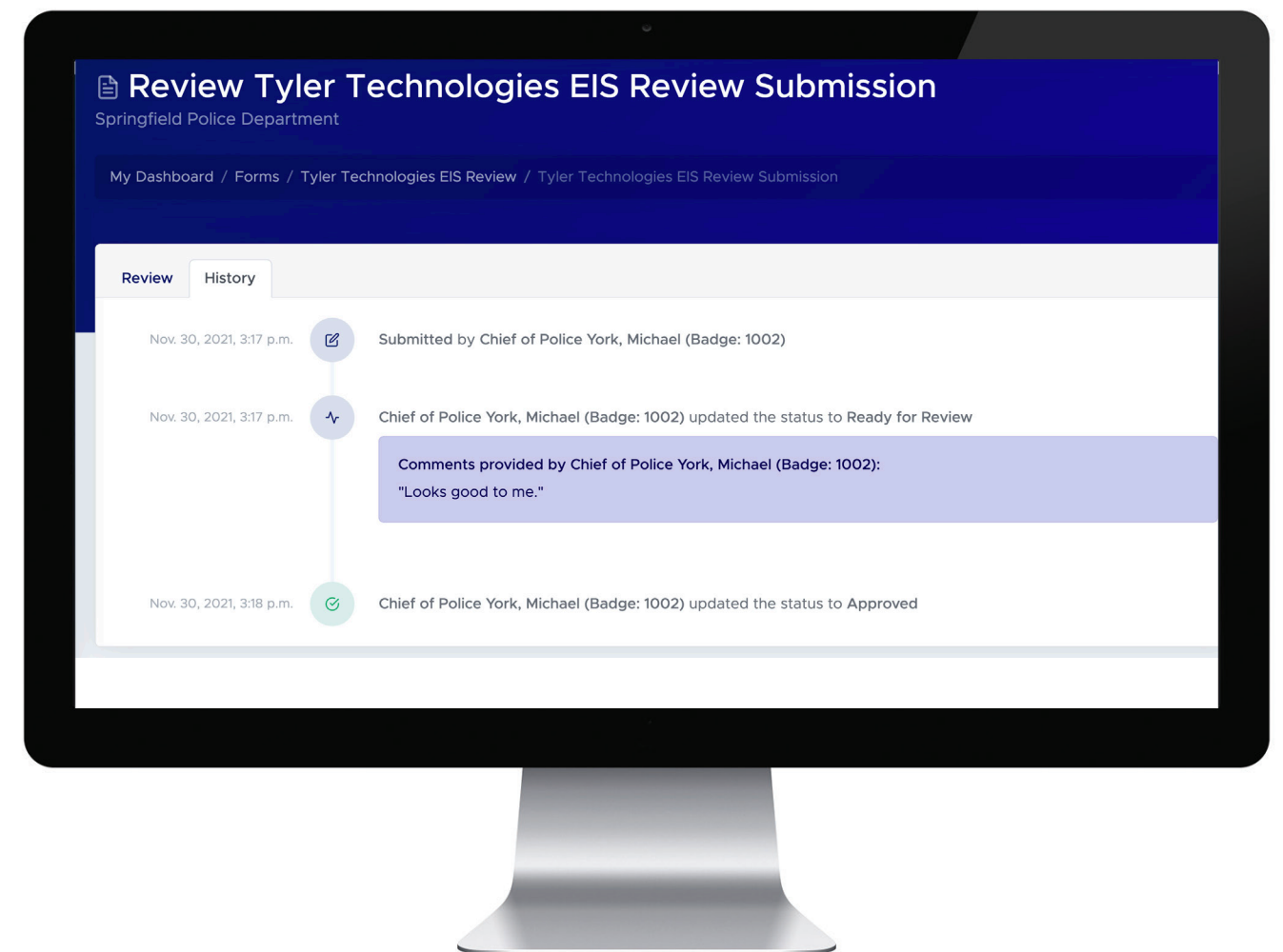
Streamline Workflows:

Agencies suffer when using disjointed workflows and processes. Agency Intelligence rectifies this issue through its built-in workflows designed to work the way agencies do for maximum efficiency, especially regarding the approval process.

Agency Intelligence workflow offers agencies:

- Multi-level customized approval processes ensure checks and balances throughout the agency
- Issuance of notifications for awareness of all activity
- Historical audit trail and commentary providing a robust look into officer behavior and activities
- Ability to embed additional questions for downstream approval
- Configurable form submission visibility

These workflow processes provide the necessary need for definition, organization, and alerting of approval processes throughout an agency.



Identify potential problems before they start with direct insight into officer performance.

Manage Personnel:

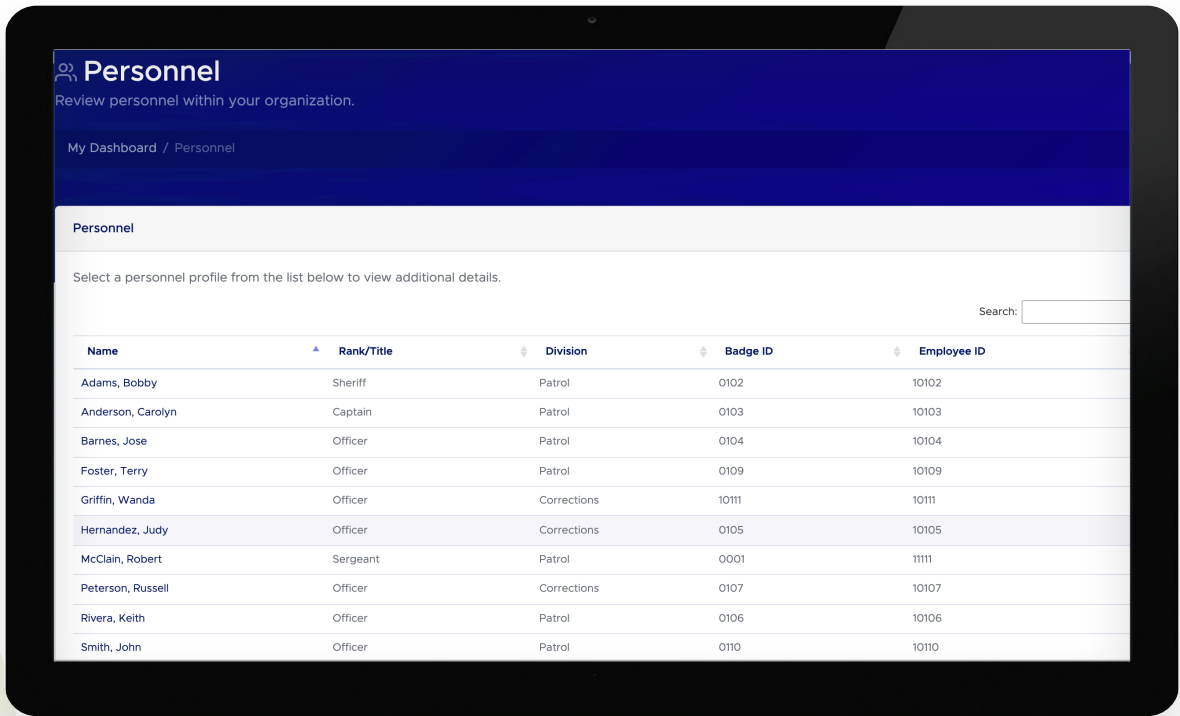
The personnel profile provided in Agency Intelligence sets it apart from any other internal data tool on the market. Instead of working with spreadsheets requiring manual data input, Agency Intelligence helps leadership within agencies collect and manage HR-related data. With robust insight into HR-related activities, agencies have direct and secure views into the following:

- Individual profiles for every employee, including basic data such as name and title, performance reviews, and more
- Associated forms for each individual employee

This visibility provides specific users access to associated personnel information. It also provides a high-level overview of officer activity, which can help leadership identify areas pertaining to officer health and wellness that made need to be addressed. The personnel profile also allows agencies to categorize activities based on form-tagging.

Form-tagging identifies activity that would become an issue. For instance, if an officer has multiple instances where use of force was tagged in his or her profile, leadership would be able to assess the situation, determine if the actions were warranted (such as situations relating to felony arrests), or if the officer needs assistance in some form.

Agency Intelligence provides public safety agencies with early intervention system (EIS) capabilities needed for modern policing.



With more insight into personnel matters than any solution on the market, Agency Intelligence helps agencies improve accountability.



Step 2: Analyze Your Data

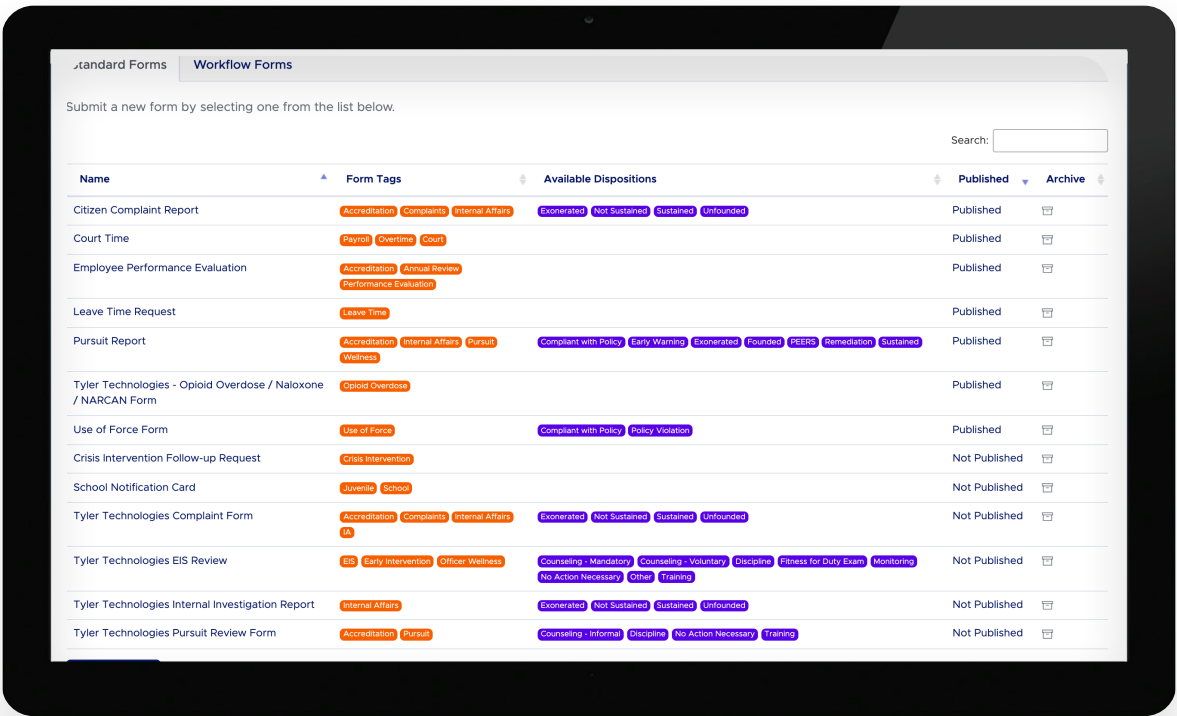
Combine Data Sources:

Public safety agencies receive data from numerous sources, which is why Agency Intelligence was built with the ability to partner and integrate with large-scale data platforms to receive this vital data. By pulling in data from an agency's computer aided dispatch, records management, field reporting, mobile, citation, and mobility solutions, agencies receive a holistic view into all aspects of the agency's health. This functionality ensures that agencies can always access their various data platforms and integrate the necessary data for analysis, which can assist in creating meaningful change.

Create Reports:

As any agency knows, reporting is a key component in virtually every role. Agency Intelligence's reporting function goes beyond criminal and external reports and into internal reporting to provide a holistic view into the health of an agency's staff by:

- Delivering internal reports and data visualization for standard forms and supported integration data points
- Allowing for the creation of ad-hoc reports
- Generating reports to meet state and federal standards



Create customized forms and alerts to stay on top of performance with Agency Intelligence.



With these reporting features, leadership receives a complete holistic view of every officer, including the total number of hours spent in training (along with the type of training). It also helps agencies meet state and federal compliance standards, especially as they pertain to law enforcement reform by providing actionable insight into how agencies make policies and law enforcement data publicly available.

Track Internal Affairs:

Issues can arise in any agency; that's why it's important to have powerful insights into officer and agency activities to help stop potential problems before they start. The internal affairs capability in Agency Intelligence equips agencies with:

- Case management tracking
- Property and evidence tracking (including digital)
- Unique case identification generation
- Standard IA investigation forms
- Ability to assign multiple investigators and due dates
- Notifications confirming receipt
- Supervisory visibility



When agencies need to see when cases were generated, assigned, closed, viewed, printed, submitted, or returned, the organization process of internal affairs provides them with the structure they need. In addition, this functionality allows for users to restrict access to specific cases and set permissions for individuals or groups.



Step 3: Act on your Data

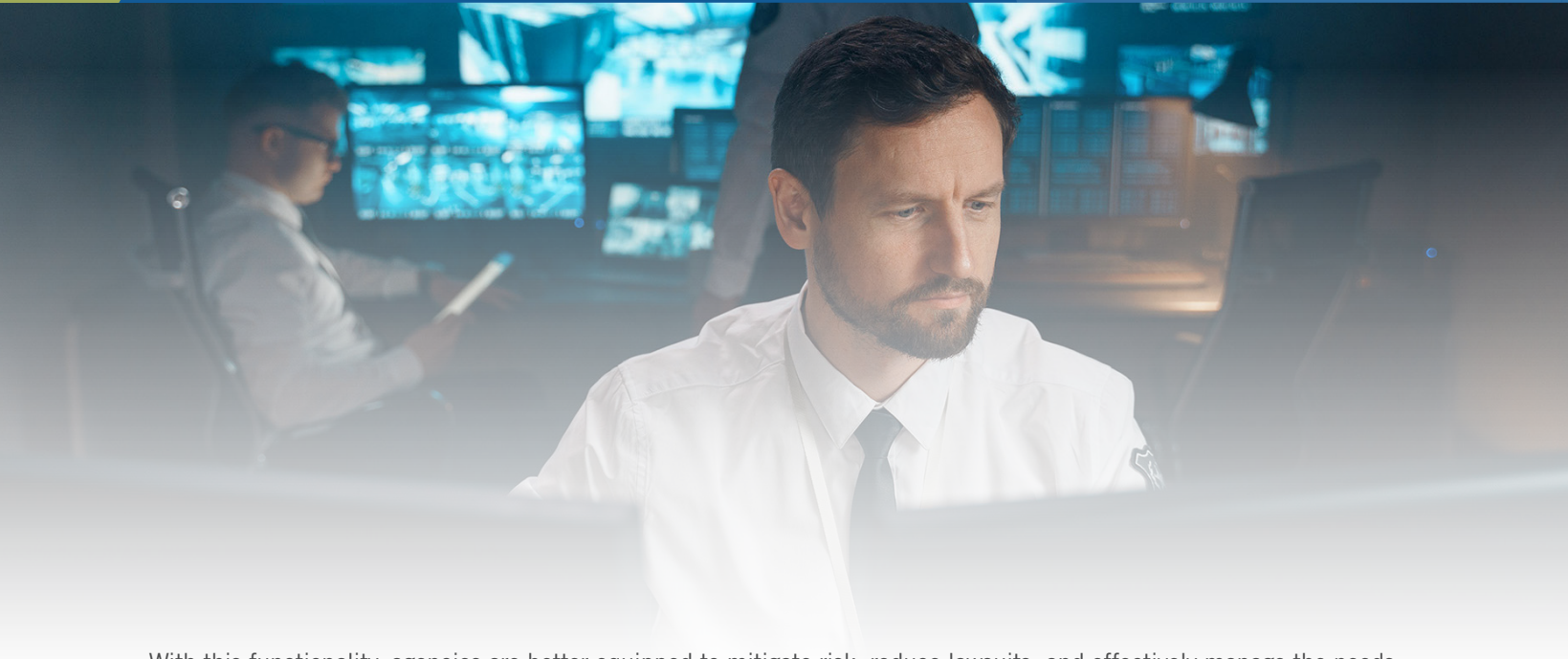
Leverage Artificial Intelligence Alerting:

Intelligence-based agencies have superior awareness capabilities that allow them to turn this awareness into action. With its leading technology, Agency Intelligence takes agencies to this level with its:

- Predictive, objectively defined, or user-defined alerts
- Views into recent activity and performance trends
- Monitoring of at-risk behavior, which allows for remediation through automated workflows
- Automated task assignment alerts defined by client
- Customization of alerts and outliers

These artificial intelligence capabilities provide command staff and leadership with alerts on anomalies, which they can then monitor and take appropriate action when necessary. These capabilities also provide alerts on citations and arrest data, which can indicate any potential issues that may need to be mitigated. Leadership also receives reports based on trending and alert data, allowing for requests of more information when necessary.

Agency Intelligence's alerting capabilities further take artificial intelligence and data science to the next level with its outlier functionality. Outlier takes the information agencies need to know and informs leadership immediately, enabling them to stay on top of data with enhanced visibility beyond the dashboard. For instance, this tool notifies users immediately of unexpected or dramatic changes, which allows for a better understanding of what's truly impacting an agency, so leadership can make strategic, data-driven decisions.



With this functionality, agencies are better equipped to mitigate risk, reduce lawsuits, and effectively manage the needs of a modern-day police force.

As these three steps outlined, the journey to modern policing is built upon never-before-seen transparency in a public safety solution. Whether your agency leverages one or all of the easy-to-use tools, Agency Intelligence allows agencies and communities to disseminate information internally and externally so that everyone from the chief of police to the mayor to the average citizen on the street fully understands what’s happening in their law enforcement agency.

This takes the relationship built between agencies and communities to the next level as it is one that is established upon concrete trust and transparency.

Alerts

Springfield Police Department

My Dashboard / Alerts

Review AlertsManage Alerts

Select an existing alert from the list below to manage.

ID	Alert Name	Description	Last Run	Next Run	Enabled
5	High number of complaints	This alert will identify any employee who has a large number of complaints compared to their division	None	Dec. 3, 2021, midnight	True
6	Unusual policy violations	This alert will identify a pattern of unusual policy violations	None	Dec. 3, 2021, midnight	True
4	High number of Use of Force reports	This alert will identify when an individual has two or more Use of Force reports they were associated with, within the last month.	None	Dec. 3, 2021, midnight	True
7	Custom Use of Force Alert	This is an alert for Use of Force cases that are above one standard deviation of the average for the selected peer group.	None	None	True

Create Alert

With artificial intelligence, agencies receive alerts that allow them to act on data and create actionable change.

Cloud-Based Approach to Public Safety

If there is one thing to be learned about technology, it is that change is inevitable. Today, the cloud is becoming more prevalent in all that people do both personally and professionally. That concept is no different in public safety.

While many agencies utilize web-based solutions, some are starting to use cloud-native tools like Agency Intelligence. However, that does not mean an agency or its solutions need to be cloud-based to use this solution.

Bringing Everything Together:

Agency Intelligence pulls together dispatch, records, analytics, and field data such as citations and field reporting into the cloud to simplify complex operations. Whether an agency’s public safety solutions are on-premise or already in the cloud is of no difference to Agency Intelligence; it will still provide a place where agencies can access apps and find their securely stored data. What’s especially beneficial about Agency Intelligence’s cloud data is that:

- Agencies do not need to maintain or manage it
- Agencies will never need to worry about running out of space for data
- Agencies can access their data from anywhere as long as there is an internet connection

With all of an agency’s public safety data stored in the cloud on one easy-to-use, powerful platform, friction is removed and public safety personnel can focus on what really matters – the community.



Easy to Use, Easy to Train



To use Agency Intelligence is simple – users need only open a browser, log in and start working. Patrol officers can get the information they need from a mobile device and forms can be updated in real-time. Command staff know which areas of risk they face straight from their desktops in the office or their tablets and smartphones when outside of the office.

Like many cloud-based solutions, Agency Intelligence can be up and running within weeks. It can also be used almost immediately and, because of its initiative nature, it's easy to train and easy to learn.

Limitless Scalability and Maintenance Free:

Agency Intelligence offers instant scalability, allowing agencies to increase or decrease the number of users as needs change over time. This allows agencies to only pay for what is needed and never run out of capacity.

Another benefit to this solution is that because it is cloud-based, it is maintenance-free, which leaves an agency's IT staff more time to work on tasks that are critical to their agency and the community they serve.

Meeting Today's Security Needs:

In today's world, data security is more important than ever. With cloud-based solutions that are designed to be accessed securely from any location and any device, it is vital that agencies use a solution that offers top-notch security.

With data stored securely in the cloud, agencies never need to worry about losing a laptop or smartphone as the data is inaccessible to anyone without the proper credentials.

Using a solution like Agency Intelligence ensures that agencies can move forward on their journey to fully modern policing utilizing AI without ever having to worry that their data may be compromised.



Moving Forward With a Trusted Partner

Some of the largest cities, counties, and metropolitan areas in the United States use Tyler's public safety solutions to make their communities safer.

With solutions built by former officers, dispatchers, and other public safety professionals for today's agencies, Tyler uniquely understands what agencies need to do what they do best – improve community safety.

With more than 40 years of experience in the industry, agencies and communities can rest assured that they're working with a partner who understands and anticipates their needs.

Ready to take the first step along the journey to agency intelligence?



CALL: 248-269-1000



EMAIL: publicsafetyinfo@tylertech.com



VISIT: tylertech.com/products/agency-intelligence

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 37,000 successful installations across more than 12,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler was named to Government Technology's GovTech 100 list five times and has been recognized three times on Forbes' "Most Innovative Growth Companies" list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at **tylertech.com**.

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