

Enterprise Law Enforcement Records

POWERFUL RMS TO CAPTURE, PROCESS, ANALYZE,
AND SHARE DATA



Reliable, Easy-to-Use, Integrated Records Management

Law enforcement agencies process vast amounts of data, and there is increasing pressure to manage the high volume efficiently, generate clean data for reporting, and leverage that data to better serve officers, command staff, and the community. Department personnel can process more data without sacrificing quality using Tyler Technologies' **Enterprise Law Enforcement Records** solution.

This solution empowers records staff to:

- **Easily capture data in the office and in the field** for cases, incidents, persons, vehicles, property, citations, and more.
- **Share mission-critical data between applications** — including computer aided dispatch (CAD) and mobile apps — so all staff and first responders have access to the same up-to-date information anytime, anywhere.
- Don't just store the records — use the data to **make more informed decisions** with powerful analytic tools, dashboards, searches, notifications, and reporting.
- Empower officers and detectives to **write reports anywhere, on any device, and collaborate** with others in real-time.
- Meet agency-specific data requirements with **user-defined fields** that sync between the records and report writing tools.

Enterprise Records meets the needs of modern agencies. It's easy to use, scalable, designed with familiar tools and workflows, configurable to fit the needs of any agency, and Criminal Justice Information Services (CJIS) compliant.

With Enterprise Records:

Records staff benefit from:



The ability to process more data and requests faster without sacrificing quality

First responders benefit from:



Better access to mission-critical data for improved safety and situational awareness

Command staff benefit from:



Reporting and analytics tools that help inform data-driven decisions

The community benefits from:



Faster processing times and increased transparency

Let Technology Do the Heavy Lifting to Keep Staff Informed

A primary function of a records system is keeping staff informed and on-task. Nearly every member of a law enforcement agency interacts with their records system, and each user has different needs. Records systems must be capable of supporting every staff member's unique challenges, including:

- Records personnel handling day-to-day operations and serving the community
- Command staff looking at the big picture
- Patrol officers submitting reports and accessing records
- Dispatchers receiving safety alerts
- Detectives solving crimes
- Crime analysts identifying patterns in criminal activities
- IT staff supporting the system

Enterprise Records is configurable so that every unique agency, role, and individual can easily find the information relevant to them and filter out the noise.

Role-Based Customizations

With role-specific work queues, users can easily view a list of their own tasks and filter out tasks that don't apply to them, improving focus. User-configured dashboards provide even more customization, allowing users to view tasks in the format that works best for them, including:

- **Maps:** Visualize data geographically to see patterns and locations of interest.
- **Charts:** Break down data into clear, easy-to-understand visual formats.
- **KPI Cards:** Monitor key performance indicators at a glance.
- **Grids (Lists):** Organize data in structured lists for easy navigation.
- **Display Mode:** Choose from dark mode, light mode, or a red theme.

Search Notifications

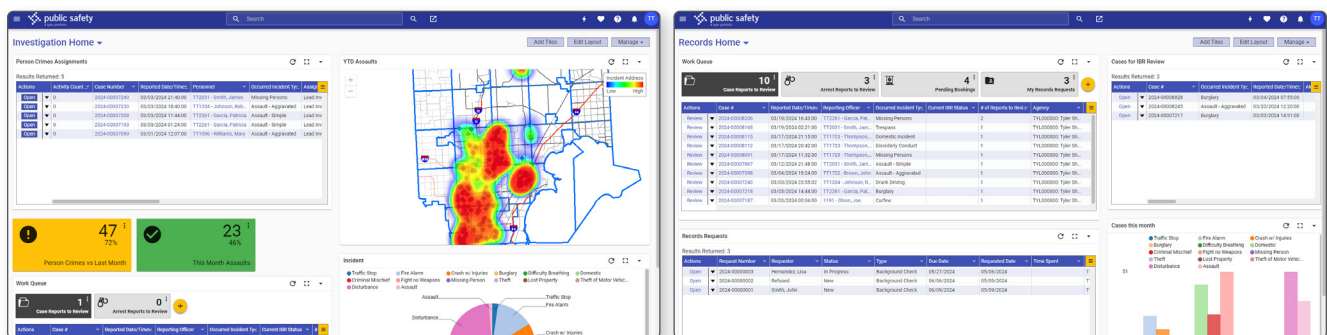
Search notifications proactively alert users to events of interest, such as spikes in catalytic converter thefts. After setting up a search and setting a threshold, the system does the heavy lifting, constantly monitoring incoming data and sending an alert when applicable.

Case Monitoring

Keep tabs on persons, vehicles, and cases of interest by setting up an alert any time those records are accessed, changed, or linked to a record.

In-App or Email Notifications

All system notifications can be received either in the application or via email, ensuring users never miss an alert.



Customize dashboards with the information relevant to a specific role, including maps, charts, assignments, and performance metrics.

Integrated With Other Public Safety Technology

Enterprise Records connects every facet of law enforcement operations, integrating with Tyler's enterprise-level computer aided dispatch (CAD) system, mobile applications, report writing tool, advanced analytics tools, and the broader Enterprise Public Safety product suite to improve access to mission-critical information.

Agency-Wide Access to Real-Time Information

With connected technology, information flows seamlessly between platforms. As soon as information is created in one system, it's available in the rest of the software ecosystem, improving access to mission-critical information for all users.

For example, while in the field, responders using mobile applications can view information in the records and CAD databases, like safety alerts and person, vehicle, and location data, improving situational awareness. Officers writing reports also have access to this information and can import it into their reports, improving accuracy and saving time. Meanwhile, other personnel can view this data as soon as it's available, allowing for timely review.

Less Data Re-Entry, More Accurate Data

When data flows between systems, the need for duplicate data entry is reduced. Responders in the field don't spend time retyping names, addresses, and other vital details from a call-for-service, so they can spend less time on paperwork and more time proactively policing.

Incoming data from reports is also more accurate, which saves offices and supervisors time spent correcting errors and improves overall data integrity.

Finally, this functionality gets data to records staff faster, ensuring timely submission of compliance reporting, getting investigators assigned to cases faster, providing real-time information to crime analysts, and empowering records staff to provide information to the public sooner.

Integrated and Advanced Analytics Tools

With built-in analytics tools, command staff and investigators can get a feel for what's going on in their jurisdiction at-a-glance. Enterprise Records also integrates with advanced Public Safety Analytics tools, so agencies can create more advanced intelligence reports with or without an analyst.

The screenshot displays the 'Enterprise Records' web application interface. The top navigation bar includes a search bar and user profile information. The main content area is titled 'Case Reports' and shows a list of reports. The selected report, '2024-00007177', is displayed in detail. The report includes a 'General' section with fields for 'Occurred Location' (37638 SUSAN ST, STERLING HEIGHTS, 48310), 'Occurred Incident Type' (Assault - Simple), 'Occurred From Date/Time' (03/02/2024 21:21:00), 'Occurred To Date/Time' (03/02/2024 21:21:00), 'Status' (Open), and 'Status Date' (03/02/2024). The 'Reporting Officer' is listed as 'TT1723 - Thompson, Tyler'. A 'Summary Narrative' section provides a detailed account of the incident, stating that on 3/2/23 at 21:25 hours, the officer was dispatched to Ryan's Bar at 37638 Susan St on an assault in progress. The narrative mentions contact with two males outside the address with visible injuries, and that both subjects, later identified as Paul and Henry Miller, were arrested and charged with simple assault. The interface also shows a 'Subjects' section with two suspects: #1 Suspect - Arrestee, Adult Miller, Henry, 02/04/1999, and #2 Suspect - Arrestee, Adult Miller, Paul, 11/19/1995. The interface is designed for easy navigation and data entry, with clear sections for report details and narrative.

Patrol report data is immediately available in Enterprise Records, allowing for timely review and agency-wide access to critical information.

Browser-Based, Flexible, and Secure

As a web-based solution, Enterprise Records is designed to streamline record management processes, reduce IT overhead, and enhance operational efficiency — all while ensuring top-tier security and compliance.

Use on Any Internet-Connected Device

Staff can access Enterprise Records via desktop at the station, laptop, or tablet for the flexibility to work remotely or on-the-go.

Reduce Workload on IT Staff

Because the application is browser-based, IT staff doesn't need to maintain software versions, perform upgrades, or troubleshoot, freeing them up to focus on other responsibilities. Cloud-hosted data eliminates the need to purchase and maintain servers and infrastructure, saving time and money. This system is built to meet the needs of small agencies, large agencies, and even multi-jurisdictional consortiums.

Easy to Use, Easy to Learn

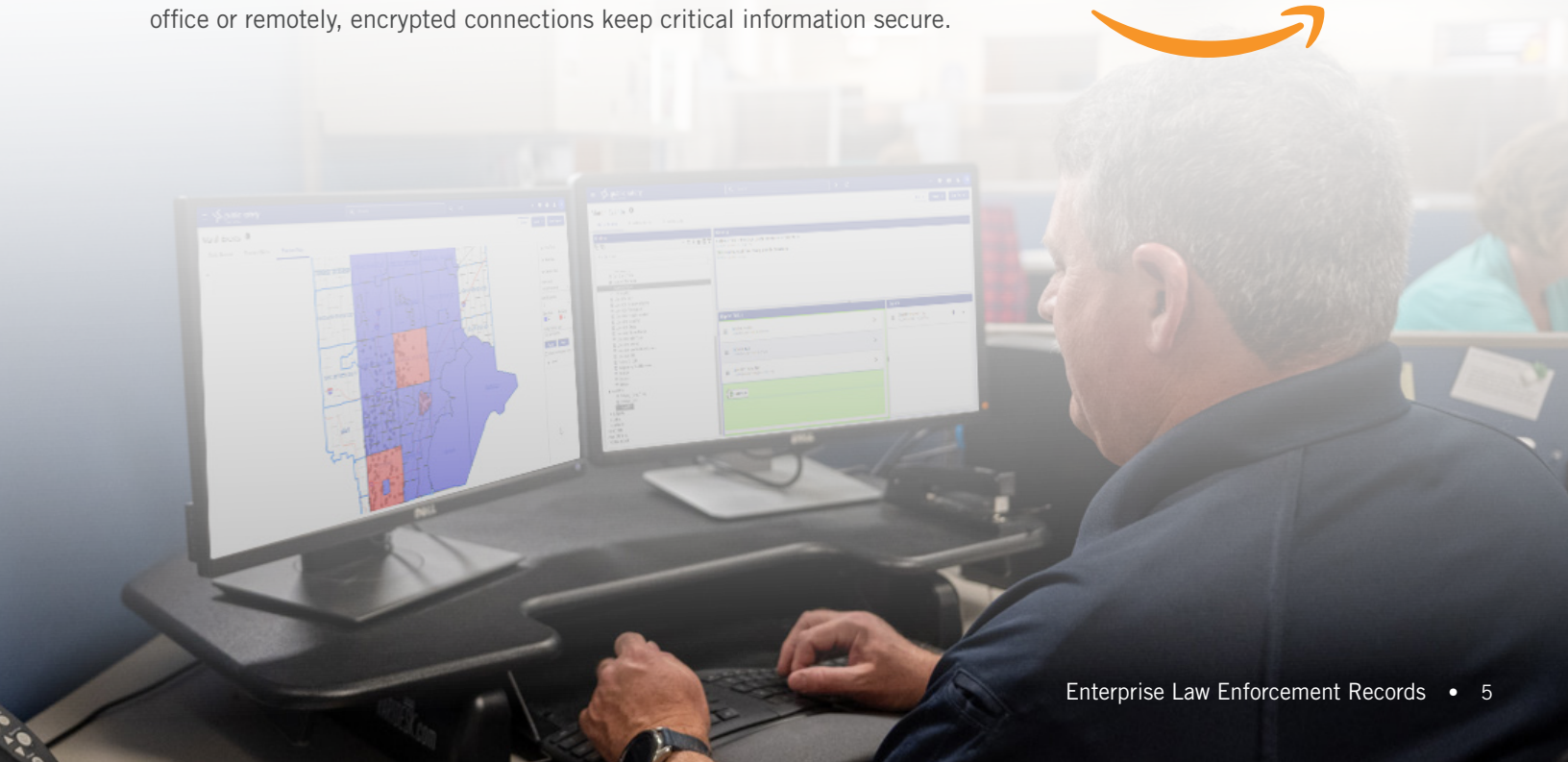
The platform uses familiar browser functionality for ease of use and a lower learning curve. Administrators and authorized users can quickly tailor the application to their agency's unique needs by:

- Adding user-defined fields (UDFs) that are treated like standard fields
- Arranging fields and sections to fit the needs of the agency
- Adding help text to any field for helpful reminders

With the intuitive design, the platform is easy to learn for both end users and administrators.

World-Class Security & Compliance

Enterprise Records data is hosted on Amazon Web Services (AWS) and fully compliant with CJIS standards, so agencies can rest assured that their data is protected with the highest standard of security. Whether accessed from the office or remotely, encrypted connections keep critical information secure.



Powerful Search Capabilities

Information in a records database is only valuable if users can locate it when it matters most. Enterprise Records utilizes powerful search tools that make it easy to locate and use the data at hand.

World-Class Search Capabilities

Enterprise Records leverages the same search technology used by global leaders like Meta® and Netflix®, bringing powerful search capabilities to law enforcement agencies. Key features include:

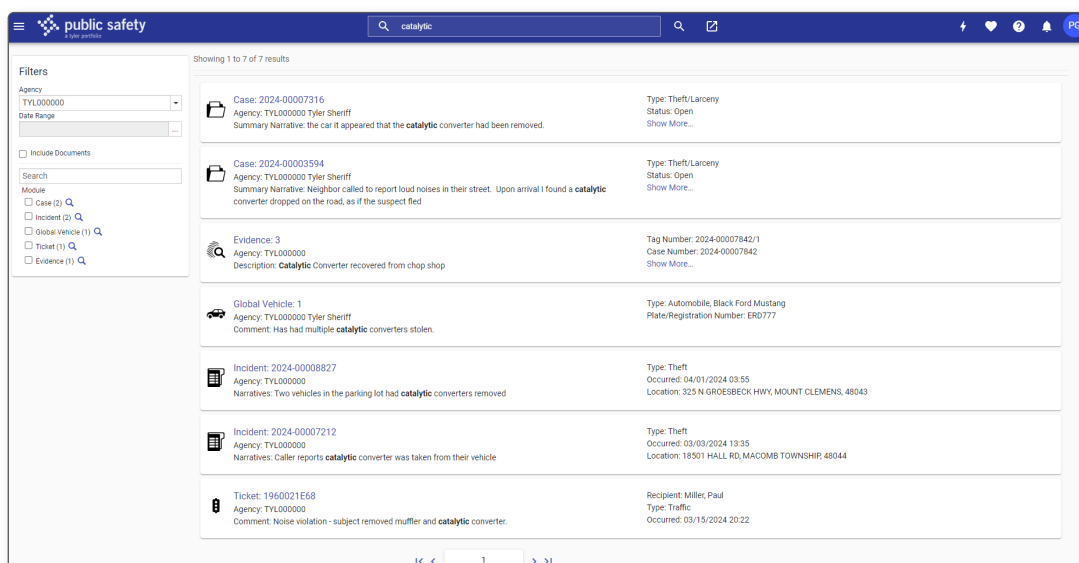
- **System-Wide Search:** Search every record in the database for keywords or phrases.
- **Module-Specific Guided Searches:** Locate a specific record (e.g., John Smith) or query broad categories (e.g., all burglaries last week in the north sector).
- **Ad Hoc Queries With Dynamic Reporting:** Utilize any field within the system to create a lists of results that can be exported or clicked into for more details.
- **Mapping Capabilities:** Visualize search results on a map to see spatial relationships and patterns, enhancing situational awareness.

Easy to Skim, Filter, and Refine

A search bar at the top of the screen makes search available from anywhere in the platform. Search results are categorized in intuitive groupings, helping users quickly filter, refine, and find what they're looking for.

Run Searches Repeatedly or in the Background

Users can save and reuse searches with just a click for quick access to frequently used data, cutting down on duplicative efforts and unnecessary effort. Set up searches to run in the background and receive notifications when specific thresholds are met to stay informed of emerging trends and potential issues with minimal effort or disruption.

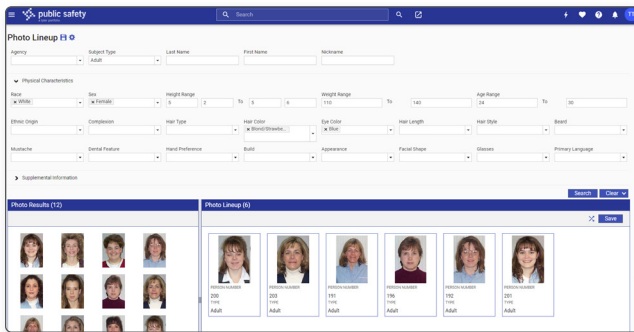


Search every record in the database for keywords or phrases.

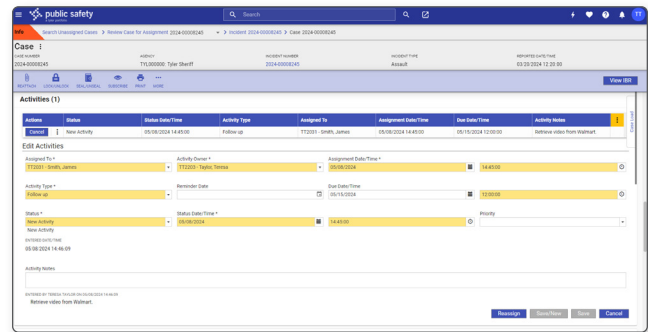
Investigative Tools for Data-Driven Decisions

In law enforcement, documenting crime is just the first step. Traditional records management systems often fall short when it comes to transforming raw data into actionable insights that can help solve a case, but Enterprise Records equips users with advanced tools that help drive decisions and solve cases more effectively, including:

- **Robust case management tools** for assigning cases and activities and monitoring investigator activity
- Personalized **Detective Workspace** dashboards to help view, sort, and manage caseloads
- **Powerful search capabilities** to search by physical characteristics or photo lineups
- Person and vehicle **activities** and **timelines**
- **Notifications** for records that are ready for review
- **Proactive alerts** when specific records are updated or viewed
- **Early access to patrol reports** for real-time insight into incidents



Search persons by physical characteristics or photo lineups.

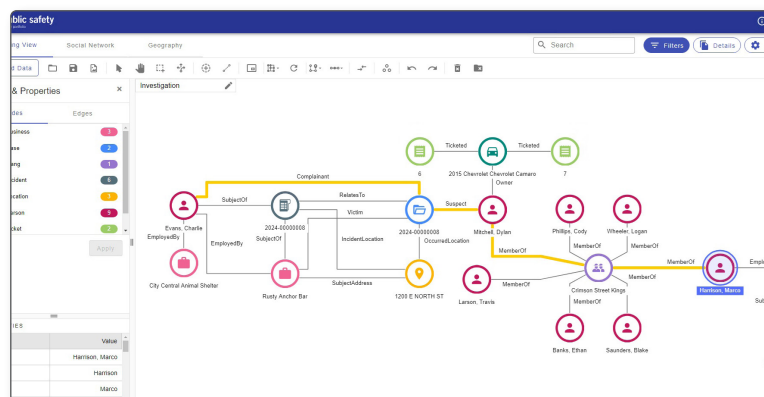


Users can view a customized dashboard showing cases they're assigned to.

Solve Cases Faster With Link Analysis

Link Analysis takes data a step further by leveraging it to map out case relationships for investigations. Detectives can quickly map relationships between people, places, crimes, and more, empowering them to:

- Identify leads faster during investigations
- Quickly mine databases to discover relationships between data points
- Visualize connections instantly



Link Analysis helps investigators visually map relationships between people, places, crimes, and more.

Maintain Compliance With Ease

Adherence to federal, state, and local data regulations is increasingly important — and challenging — for law enforcement agencies. Enterprise Records is designed to simplify compliance without increasing staff workload.

Compliance With Incident Based-Reporting

The Enterprise Public Safety suite of solutions is National Incident-Based Reporting System (NIBRS) compliant and compliant with each U.S. state's unique submission process. Features that help agencies maintain compliance include:

- **IBR Checks:** Check reports for incident-based reporting (IBR) compliance during the report submission process or ad hoc. Checks begin proactively while an officer writes a report, reducing the need to go back and make corrections later.
- **Highlighted NIBRS Errors:** National Incident Based Reporting System (NIBRS) errors are prominently called out within the system. Agencies can also add their own help text to guide staff through corrections.
- **Pre-Submission Reviews:** The system checks reports for errors and omissions before submission, improving report accuracy and reducing the time spent on revisions.

Compliance With Court Orders

Agencies can easily comply with court orders using functionality like:

- **Record Locking:** Safeguard records against unauthorized viewing or edits
- **Record Sealing:** Render information inaccessible to the public or unauthorized staff
- **Record Expungement:** Expunge subjects from court-order records

The image displays three overlapping screenshots of the Enterprise Public Safety software interface. The top-left screenshot shows the 'Case' view for a specific incident, including details like 'Agency: Tyler Sheriff', 'Incident Number: 2024-0000717', and 'Incident Type: Fight w/ Weapons'. It features a table for 'Offenses (1)' with columns for 'Actions', 'Status/Group', 'Group Agency', 'Offense Date', 'Status/Violation', 'Offense Code', 'Description', and 'Sealed'. The bottom-left screenshot shows the 'Subjects (2)' table with columns for 'Actions', 'Alerts', 'Case Subject', 'Sequence No.', 'Name', 'Medical Subject', 'Primary', 'Sealed', 'Non Disclosure', and 'Unknown'. The rightmost screenshot shows the 'Edit Case Edit List (0)' window, which includes sections for 'Edit Text', 'View Remarks', and 'Edit Type'. A 'Locked' dialog box is overlaid on the bottom-right, indicating that the record is locked and cannot be edited by unauthorized users. The dialog box lists 'Personnel' and 'Assignment' details, including names like 'Johnson, Robert' and 'Brown, John', and their respective roles and assignments.

Incident-based reporting checks help users easily identify and correct errors.

Locked or sealed records prevent changes by unauthorized users.

Checks & Balances for High Quality Records

While managing multiple cases simultaneously, it can be challenging to maintain high-quality data. Enterprise Records makes this easier with features designed to protect data integrity.

Quality Protections

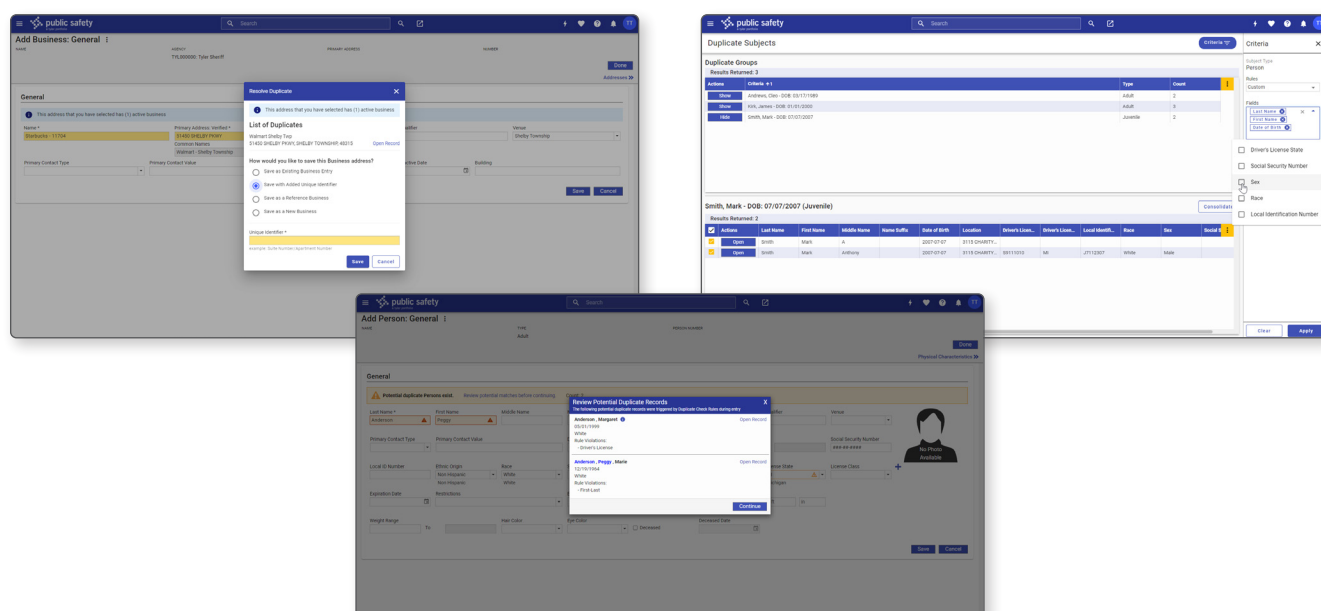
- **Duplicate Record Checks:** When entering new information, the system alerts users to similar existing records, preventing the creation of duplicates.
- **Restore Deleted Records:** Records that were accidentally deleted can be easily restored, ensuring critical information isn't lost.
- **Required Fields:** Designate required fields that must be completed before submission.

Version Protections

- **Audit Log:** Every change made to information within the system is logged, providing clear visibility into who has viewed or altered records.
- **Activity Timeline and Subject History:** View a timeline or list of changes to see how a record has changed over time.
- **Content and Document Management:** An integrated document management system tracks versions and associated documents, ensuring no data is lost or overwritten.

User Protections

- **Section Locking:** Only one user is allowed to alter a section at any given time, preventing version issues and ensuring updates aren't overwritten.
- **Collaborative Capabilities:** While a record can only be edited by one user at a time, multiple users can work on the same case or incident concurrently, reducing roadblocks.
- **Robust Role-Based Security:** Role-based permissions restrict users from making unauthorized changes.



Duplicate checks for persons, vehicles, and businesses help protect data integrity.

Rethinking Police Reports

Field reports are a crucial part of the job, but they create several challenges. Officers can get bogged down with tedious paperwork and duplicate efforts; supervisors are saddled with managing reviews and revisions for multiple reports; and records staff historically doesn't have access to real-time information from field reports and must take steps to ensure the data is error-free and compliant once submitted.

Tyler's Report Writing tool was designed to alleviate these challenges, empower officers to write reports anywhere on any device, collaborate on a single report with other responding officers, and simplify the process of maintaining accurate, compliant data.

Reduce Duplicate Data Entry & Improve Accuracy

While writing a report from a smartphone, tablet, laptop, mobile data terminal (MDT), or laptop, officers can import information from existing data sources — like call for service information in CAD, global information in the records database, and fields captured in mobile solutions — to cut down on typing and improve accuracy.

Additionally, this functionality helps expedite follow-up reports by pulling in data from the records database. Rather than starting from a blank report, officers can start with the auto-populated information, then modify and add additional information as necessary, saving time in the entry and review process.

Easy to Use, Minimal Learning Curve

The app integrates seamlessly with Enterprise Records, so the setup process and learning curve is minimal. Some elements that are the same in both Report Writing and Enterprise Records include:

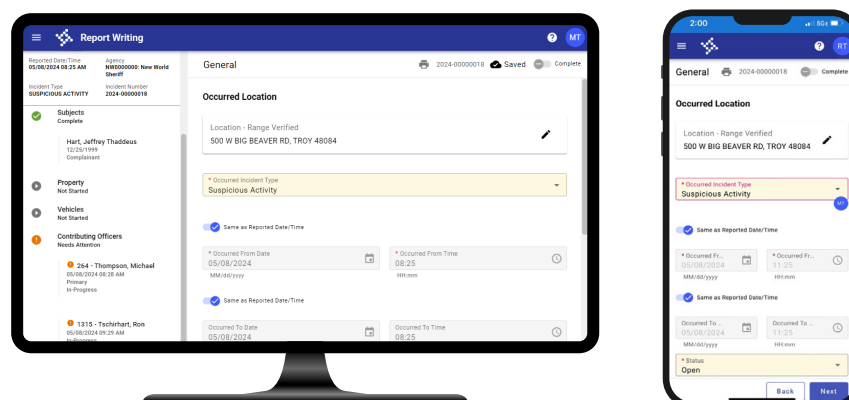
- The order in which fields are displayed
- Disabled/enabled fields
- Required/optional fields
- Custom fields created to meet agency, local, or state requirements

Plus, new fields added in Enterprise Records are automatically added to Report Writing, helping agencies maintain compliance and accuracy.

Improved Compliance & Data Integrity

Before a report is submitted for review, the application runs an error check, looking for missing fields, incorrectly formatted data, and IBR errors so the submitting officer can proactively resolve errors. Supervisors can add comments for any additional corrections. Because all officers responding to an incident can collaborate and submit a single report, supervisors only review a single report.

When new global information is collected — for example, if a subject's hair has changed color — the global record is automatically updated in the Enterprise Records database once the report approved, helping to maintain a single source of truth.



Report Writing allows officers and detectives to write reports anywhere on any device and collaborate with others in real-time.

Streamline Data Collection & Dissemination

When documenting an incident, officers must remember all of the required reports that must be completed — and sometimes the numbers are in the double digits. Report Writing and Enterprise Records decrease this mental load by allowing officers to enter data once and use that information to **auto-populate other required reports**.

With the **Print Designer** feature, agencies can import paper reports, then match up fields from standard reports — such as name, address, or driver's license — with drag-and-drop functionality. Information collected in standard reports is automatically imported, so **officers don't have to enter that data twice**. And, after the initial setup, this process happens automatically.

Active and saved reports can be printed from Enterprise Records or Report Writing using this feature:

- Agencies can digitize any agency-specific paper forms that use data from standard reports and user-defined fields (UDFs), eliminating the need for some paper-based reports.
- Officers and detectives don't need to remember every required secondary report — the system automatically initiates the forms they need to complete, and imports existing information to cut down on duplicate data entry.
- Records and command staff can rest assured that all required reports will be completed for each incident, and there is less room for errors since the data is pulled from existing information.



About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) is a leading provider of integrated software and technology services for the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 44,000 successful installations across 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including on Government Technology's GovTech 100 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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