

With 4Point, Spillman continues to deliver superior community policing solutions

About Spillman

Type: Leading provider of public safety software, training, support, and services for more than 750 agencies and 45,000 public safety professionals in 35 states.

Location: Salt Lake City, Utah, U.S.

Website: www.spillman.com

Customer Needs

- Enable community policing with mobile access to electronic forms
- Meet state-mandated requirements for electronic forms
- Integrate seamlessly with Spillman's existing applications

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Senior VP, Research & Development
Spillman

Spillman has been providing public safety software packages since 1983. Their solutions encompass the most critical aspects of public safety agency operations. The Spillman Public Safety System has more than 30 integrated modules that cater to the unique needs of key agency positions.

Spillman's focus has always been on searching out and incorporating new relevant technologies — particularly when they open up cost-savings and opportunities to increase public safety for their customers.

When it came to providing engaging community policing solutions — particularly the ability to offer enhanced mobility — Spillman investigated existing technologies that would allow officers to complete paperwork in the car. After reviewing their key needs, they chose Adobe's enterprise technology and Adobe's leading solution partner, 4Point to implement an e-form solution.

One of the main challenges Spillman faced was state regulations which mandate a specific look for forms — a look based on a paper form. 4Point showed Spillman how Adobe's PDF

technology allows for the integrity of the paper form to be maintained, while still opening up electronic functionality.

Another driver for choosing Adobe's technology was the versatility of the freely available Adobe® Reader®, which can be launched independently or embedded directly in a browser.

"With the solution developed by 4Point, our customers do not have to leave our application to open up and complete their forms in a separate standalone electronic form application," says Ben Godfrey, Research & Design Manager with Spillman Technologies. "Adobe's technology allows for a fully integrated experience."

Spillman Meets Mobile Demands

"The capability for officers to fill out reports in the car is a huge market driver right now. With 4Point's expertise, the speed of development was fast, which was a definite plus. As a result, we were able to swiftly respond to market demand," says Chris Hellewell, Spillman's Senior VP of Research and Development.

Making the change from paper to electronic forms allowed Spillman's customers to not only open up the door

Solution Components

- Adobe LiveCycle Designer
- Adobe LiveCycle Reader Extensions
- Adobe Reader

Results

- Paper look and feel with online mobile freedom
- Seamless integration with Spillman's own application using ubiquitous—and free—Reader
- Flexible solution opened up additional opportunities for rich engagement



to community policing — as officers now can complete routine paperwork right within their cruiser — but also reduced the hours for entering data.

With electronic forms built in to Spillman's Mobile application, now when an officer responds to a call, they interact directly with the center, sharing information with no radio traffic at all. This voice-less dispatch provides clear and concise information directly within the application. Spillman's technology also allows the officer to query existing local, regional, and national databases.

After they've queried specific details they can launch the necessary form(s). "Because the 4Point team built a ton of interactivity within the form," Godfrey says, "the query the officer has done is used to populate the form. This makes the completion of the form faster and more accurate."

When done, the officer can print up any necessary paperwork to be handed out, and submits the completed form back to the center, triggering a workflow, including any necessary archiving.

"Our customers love this. Their communities love this. They want to see officers on the street, instead of sitting at a desk in a police station."

Significant ROI with e-Forms

Another benefit of moving from intensive paper forms to an interactive, query-filled e-form is a reduction in the data entry an officer needs to perform.

One agency reported a saving of over 2,000 hours of data entry in their first month of using the solution. Most see forms taking half the time to complete electronically as they did in paper.

The Changing Face of Forms

While Spillman turned to 4Point and Adobe's technology to meet state requirements for a paper form look electronically, Godfrey points out that "many states are starting to stop mandating the look and feel of a form and simply dictating what information is collected."

For Spillman, this didn't mean a move away from Adobe's enterprise solutions—but a new understanding of just how flexible the LiveCycle Enterprise Suite truly is: "4Point's team was able to show us a whole variety of solutions they'd developed. That helped us understand the capabilities of the technology." From there, Godfrey states, "we simply figured out the best way to adapt the solutions 4Point showed us for our own purposes."

Now the inefficiencies built in to paper no longer have to be carried over and implemented in the electronic form. The newer, more dynamic and interactive forms fully capitalize on the touch screens officers use in their cars. This allows for a much richer user experience with greater flexibility and functionality — further reducing the time spent on data entry and increasing the time spent on ensuring public safety.

Corporate Headquarters

Four Point Solutions Ltd.
106 Colonnade Road, Suite 210
Ottawa, Ontario, Canada
K2E 7L6
T. +1 613.907.6500
F. +1 613.225.1571

EMEA Headquarters

Four Point Solutions EMEA Ltd.
16 Crescent Place
Clontarf
Dublin 3, Ireland
T. +44 203.051.7004
F. +35 387.814.6265

www.4Point.com



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