

“FileTrail tracks over 700,000 pieces of evidence and helps us provide fast retrieval for our customers.”

A. J. Dunks
Force Registrar
Humberside Police Department

Case Study

Humberside Police Department

Police department gains control over evidence tracking with FileTrail.

Client Profile

Headquarters: Beverley, Yorkshire, England

Industry: Law Enforcement

Humberside Police covers the districts of North East Lincolnshire, North Lincolnshire, and the East Riding of Yorkshire, along with the urban city, Kingston-upon-Hull. Located in the historic town of Beverley, the Force Registrar is responsible for administering, tracking and managing crime files including supporting evidence, and all media recordings relating to Police records. They migrated to FileTrail in 2006 and currently track over 700,000 records.

FileTrail Implementation: 2006

FileTrail Products Implemented

- **FileTrail Professional** - Complete file tracking and records management automation.
- **FTMobile™** - The software allows files to be checked-in, checked-out, transferred and boxed without being tethered to a workstation.
- **FTSynchronize™** - Loads and updates data from upstream resources to keep FileTrail data synchronized and up-to-date with authoritative systems.

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Background

The Force Registry is the central storage location for criminal records for the Humberside Police Force. The department has a staff of 12 at 2 locations. The Force Registrar is responsible for tracking and retrieving evidence to support over 22,000 “Offences Brought to Justice” each year.

The Force Registrar had been using FileTracker for Windows, from Tab Products, to track and manage evidence since 2000. The growing popularity of Browser technology and EOL (end-of-life) of FileTracker prompted a search for new tracking software. FileTrail was the natural choice because of its technology and local representation from Cave Tab PLC in the UK.

“We have been running FileTrail for over a year and it has proven to do at least the same as FileTracker with greater potential,” said Mr Dunks. “Some of the new features we have gained will allow us to automate tracking of other records.”

Reliable Retrieval

As of March of 2007, the central Registry is the custodian for 703,210 pieces of evidence in a variety of media including file folders, audio tapes, video tapes, DVD's, etc. The Registry is responsible for finding and retrieving any record on-demand, and producing copies, if needed. These retrievals are time-critical to prosecutions and enforcement.

“I believe that our customers measure us by our ability to find a record quickly,” said A. J. Dunks, Force Registrar. “FileTrail is the perfect platform to support this process.”

Records Management

Police forces throughout the United Kingdom are going through a transition relating to how information is managed. Legislative and ACPO-driven changes are aimed at improving police information management which in turn demands accountability for all Police records. There is now a national requirement to ensure that functional records management procedures are implemented within a reasonable time frame.

“I am optimistic about the future uses of FileTrail,” said Mr Dunks. “We can configure it to describe different types of Police records as we acquire responsibility for them.”

Application Highlights

- Migrated data on 500,000 evidential records from a legacy Windows-based tracking system.
- FileTrail is accommodating tracking of additional types of items as the client acquires new responsibilities.
- Integration with a forms imaging product provides broader access to document images.

Key Results

- **Fast Retrieval:** FileTrail provides the controls required for timely location and retrieval of any evidence when needed.
- **Chain of Custody:** FileTrail records every movement in an unalterable location audit trail that can be viewed or printed.
- **Electronic Files:** FileTrail provides a shared access facility allowing officers, external of the Central Registry to review their individual record holdings such as audio tapes, video tapes and documentary crime files.
- **Seamless Integration:** Real-time integration with upstream systems keeps FileTrail up-to-date and triggers printing of labels for newly-loaded Items.
- **Flexibility:** FileTrail adapts to fit any organization and data infrastructure through its unique architecture with unlimited user-defined fields and infinite classification system.

Customer Insight

The *time limits* and *overdue* processes in FileTrail are extremely important to the department. The critical nature of our evidentiary items - they are used to solve crime or bring miscreants to justice - means that they must be proactively managed. Keeping an eye on when we expect items to be returned and monitoring them past their return dates reduces the risk of them being misplaced or lost.

About FileTrail

FileTrail, Inc., is the leading provider of browser-based records management solutions. Companies of all sizes turn to FileTrail to streamline processes with the latest technology and most configurable software. Headquartered in San Jose, California, FileTrail has been providing solutions for records management since 2001.

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Flexibility

FileTrail describes the items a client is responsible for in terms that make sense to them. At Humberside, FileTrail uses familiar terminology to collect the data used to describe, identify, and differentiate many different types of media. These include: audio interview tapes, CCTV video, vulnerable victim video, helicopter video, roads policing digital recordings, and post court files.

“FileTrail was configured for us before the migration, but we made many adjustments in the first few months of use,” said Dunks. “The configuration tools are easy and the Cave Tab team were always ready and responsive to support us.”

Migration

In 2005, work began configuring the FileTrail system. Over the previous five years, the system had accumulated descriptions of over 500,000 pieces of evidence. In addition, the database contained tracking history, staff user accounts, and definitions of hundreds of bar code storage slots.

“As you can imagine, the conversion of all our records covering almost 10 different groups was a concern,” said Dunks. “Cave Tab and FileTrail were supportive and got us through this process.”

Imaging

The Force Registrar is linking a forms scanning solution called Eyes and Hands, by Readsoft, to FileTrail. Eyes and Hands allows staff to scan a form, automatically generating a completed input screen. Using the form on-line shortens the effort to complete the form and reduces typing, while improving accuracy.

When saved, the form is rendered as a text file. Integration with FileTrail allows the metadata to be automatically loaded into FileTrail, and linked to the electronic image. Staff who are searching for an item, and who have security rights can view the image of the completed form.

Video and audio files may also be linked to their descriptive records in FileTrail.

Contact FileTrail Today!

For more information about the benefits of automating with FileTrail, call your local FileTrail representative at:

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