

INCIDENT MANAGEMENT SOLUTION FOR THE PUBLIC SECTOR

An integrated central archiving solution for current and long-term public safety needs, enabled by EMC and NICE

ESSENTIALS

NICE Inform delivers:

- A multimedia incident information management solution that helps you capture, analyze, and manage mission-critical, multimedia information
- Consolidation of diverse multimedia sources such as voice, video, CAD, GIS, and more
- Proactive alerting to critical incidents helps you automatically and instantly detect a wide array of potential threats and security breaches
- Faster evidence generation and reduced investigation time and effort
- Easy search and management capabilities for large volumes of multimedia recordings

EMC products deliver:

- Ease of management enables you to manage more content with fewer staff at lower cost
- Scalability without reconfiguration for storing up to several hundred petabytes of content
- Self-healing capability eliminates the need to archive or backup data to tape
- Content authentication stores objects so they are unchangeable and authenticated
- A choice of retention and disposition management capabilities
- System flexibility and investment protection to meet various public sector business requirements

DELIVERING CITIZEN SERVICES FOR PUBLIC SAFETY

Increasingly, government organizations at the state, local, and federal level face huge challenges in ensuring public safety and delivering appropriate and timely citizen services during times of public concern. New types of multimedia are being used to report safety incidents and threats. These new file types need to be captured, analyzed, and retained. Organizations need to efficiently manage ever growing requirements. And as departments and agencies work together to investigate and close cases, safety data needs to be shared between groups while still being secured from unauthorized parties. These are just a few of the challenges experienced by government and public safety agencies every day.

EMC AND NICE INFORM SOLUTIONS

EMC and NICE have partnered to deliver very effective solutions to support public safety organizations such as fire departments, police, emergency responders, 9-1-1 call centers, and public areas with video surveillance. Whether the incident information is sent from a cell phone, a video camera, an email, or a fax, our solution can capture, store, manage, and secure it.

With EMC and NICE Inform™, there is no need for safety operations personnel to search separate data sources (tapes, DVDs, optical disk) for critical case information. They need only enter a time and date as search parameters within NICE Inform to instantly collect data from the EMC® storage platform. This data can be related to investigations, debriefings, or incident reconstructions. EMC provides an “evidence vault” that protects and authenticates incident management content.

WHY NICE INFORM FOR INCIDENT MANAGEMENT

NICE Inform is a modular suite of solutions that captures, analyzes, and manages all of your mission-critical, multi-media information—voice, video, CAD, GIS, and more. NICE Inform brings all of these multimedia elements together to give you insights you’ve never had before so you can rapidly identify and effectively respond to realtime threats and emergencies, speed up investigations and evidence delivery, and better protect and serve the public, while making the most of your agency’s resources and time. The NICE Inform multimedia capture capability gives your investigators a panoramic view unlike any other on the market today. They can hear and see an incident as it unfolds—through the 9-1-1 and radio interactions that transpired at the time, or through video captured on the scene, or both.



Your agency's response and actions also come into clear view through synchronously captured data sources that help you visualize your call-takers' and first responders' handling of incidents. NICE Inform is a web-based, multimedia reconstruction tool that pieces together incidents in a highly visual and intuitive way. Multimedia elements that comprise an incident—voice recordings, CAD screen captures, GIS mapping screens, video, and more—are all laid out in time sequence on a graphical display, so you can instantly see how an event unfolded. One click on the replay button and all of these multimedia elements can be synchronously replayed.

NICE Inform will revolutionize the way you deliver evidence too. No more re-recording to audio cassette tape or sending paper-based evidence by messenger or mail. With NICE Inform, you can quickly copy the multimedia contents of an electronic incident folder onto a CD, or recall it from the EMC evidence vault for replay. Voice and video are captured in AVI format which enables it to be replayed using standard replay applications.

- **Information management.** NICE Inform is designed to help you capture, analyze, and manage all of your mission-critical, multimedia information.
- **Consolidation.** Voice, video, CAD, GIS, and more—NICE Inform brings all of these multimedia elements together to help you develop a complete perspective of the entire incident scenario.
- **Proactive alerts.** NICE intelligent video solutions automatically and instantly detect a wide array of potential threats and security breaches, such as unusual gatherings of large crowds, intrusions to secure areas, or the leaving or taking of objects and packages.
- **Faster time to action.** NICE Inform enables operations to pre-brief first responders regarding situational problems they will encounter upon arrival at the scene of accidents or disaster situations.
- **Ease of use.** Investigators can undertake data mining on alerts, words, or data elements of multimedia information to target specific types of crime such as domestic violence, verbal abuse, gun crime, and more.

WHY EMC FOR ARCHIVING

The short answer to this question is: “Because public sector organizations need to have choice and flexibility.” Depending on your environment and your specific needs, you can choose an EMC Centera® object-based approach or an EMC Celerra® file-based approach. Each solution provides unparalleled protection of your information, as well as rapid and dependable data access, and meets compliance requirements.

The following describes the benefits and considerations for these two approaches.

APPROACH 1: CENTERA ARCHIVE CAPABILITY

EMC Centera is specifically designed to store and provide fast, easy access to archived information. It is the first solution to offer online availability with long-term retention and assured integrity for this fastest growing category of information. Whether integrated with an in-house-developed application or an application from a continually growing group of industry-focused EMC partners, EMC Centera is a superior archive for organizations that require a simplified solution to ever expanding amounts of information. EMC Centera greatly simplifies the task of managing, sharing, and protecting all sizes of content repositories. It minimizes the management needed by users and is built with self-managing and self-healing capabilities. EMC Centera features WORM (write once, read many) attributes of non-rewrite ability and non-erase ability with disk performance and TCO (total cost of ownership) superior to current archiving approaches.

EMC Centera was designed from the outset to provide simple, affordable, and secure access to archived information. The EMC CentraStar® software operating environment employs an innovative content-addressing system to simplify management, ensure content uniqueness, and deliver the scalability needed for terabyte to petabyte-level archive requirements. In addition, the EMC Centera system accomplishes this while dramatically lowering overall management costs.

BENEFITS OF CHOOSING APPROACH 1 INCLUDE:

- **Ease of management.** EMC Centera simplifies system planning and management of content storage. It does not use typical file systems for storing content, so there are no RAID types to choose, LUNs to bind, or file systems to create. EMC Centera enables organizations to manage more content with fewer staff at lower cost.
- **Scalability without reconfiguration.** EMC Centera is highly scalable, storing up to several hundred petabytes of content, and it discovers and configures new capacity automatically when it is installed.
- **Self-healing capability.** EMC Centera continuously monitors the integrity of stored objects to detect and repair soft errors and automatically reconfigures itself and regenerates objects if necessary. This function eliminates the need to archive or back up data to tape as well as the cost associated with offsite tape storage.
- **Content authentication.** Utilizing breakthrough C-Clip™ technology, any object presented to EMC Centera is stored in such a way that it is unchangeable, authenticated, and transparent to the user application.
- **Retention and disposition management capabilities.** First, retention classes enable retention policy management for entire classes of content (case types, jurisdictions, etc.). Second, event-based retention enables applications to set an “undetermined” retention period when the content is archived, then set a specific retention period or class based on an event (a case is closed or solved). Third, litigation hold enables an application to put a “hold” on an object(case file) that was otherwise scheduled to be purged or deleted, thus preventing deletion until the hold is removed.

APPROACH 2: CELERRA FILE RETENTION CAPABILITY

Celerra FLR (file-level retention) is an EMC Celerra Network Server software feature that protects files from modification or deletion until a specified retention date. When you use FLR, you can archive data to file-level retention storage on standard rewritable magnetic disks through NFS or CIFS operations. FLR enables you to create a permanent, unalterable set of files and directories and ensures the integrity of data. At the NAS level, FLR provides an option to retain necessary data to meet WORM requirements. Celerra FLR is a software technology that addresses the need for cost-effective file retention. With FLR, Celerra offers a cost-effective unified storage solution that can manage files over the entire lifecycle at the compliance level.

A retention policy for each file is simply controlled by an attribute. The attribute is an additional characteristic to the file and it lets the system know that the file is an FLR file. The FLR attribute protects the file, but the storage environment in which the file is stored plays an important role in determining the level of protection. With EMC Celerra, additional storage options are available, such as tape or disk.

In the latest enhancement to Celerra FLR, additional measures are taken to secure the environment in which FLR files are stored. This ensures the integrity and protection of FLR files. This enhancement involves improvements to the previous FLR offering (Enterprise) and the introduction of a new “Compliance” option. When customers purchase FLR, they get access to both FLR-E (Enterprise) and FLR-C (Compliance) options.

FLR-C protects data from changes made by users through NAS protocols such as CIFS, NFS, and FTP, along with administrators’ actions. FLR-C prevents any modification or deletion of locked files (records) by both users and administrators until a specified retention date has passed. FLR-C includes an enhancement for write verification. SEC Rule 17a-4(f) requires that the storage system ensure the integrity of the stored data by reading back the data written to the file system. This data verification functionality is available only on FLR-C file systems. FLR-C issues a “hard” infinite retention period for committed files with no explicit retention date and time set. The retention period is permanent and cannot be decreased. FLR-E retains the “soft” infinite retention period in this scenario.

FLR-E protects data from changes made by users through NAS. However, a Celerra administrator with the appropriate authorization can delete an FLR-E file system even if it has protected files.

BENEFITS OF CHOOSING APPROACH 2 INCLUDE:

- **Ease of use.** Celerra Manager provides a simple-to-use, web-based graphical user interface for configuring, controlling, and monitoring all Celerra platforms and functionalities. Celerra Manager provides wizards to simplify common administrative tasks, as well as monitoring capabilities such as at-a-glance system status and detailed performance metrics.
- **High availability.** Keep your information online—no-compromise availability means you continue running at the same performance and service levels even in the event of a failure. This unprecedented level of system availability is attributed to the robust design of the underlying EMC CLARiiON® architecture and the unique fault detection and isolation capabilities and the EMC Celerra and CLARiiON operating environments.
- **Advanced protection.** The EMC Celerra family offers multiple protection options to keep your government operation business up and running—from powerful snaps that enable file-level and application-level restores and disk-based logical copies, to LAN-free backup to improve the efficiency of backup operations, to remote IP-based replication for disaster recovery, backups, and testing. You can also leverage the advanced data protection capabilities of EMC Celerra Replicator™ across all of the Celerra unified storage offerings. Celerra Replicator enables users to manage replications based on the business-defined service levels and has proactive modeling capabilities to ensure service.
- **System flexibility.** All Celerra offerings provide superior flexibility and investment protection to meet various public sector business requirements and achieve the results you require for applications such as Microsoft Exchange, SQL, Windows, and Oracle, as well as UNIX/Linux file servers. The Celerra family is also certified to support VMware®, Microsoft Hyper-V and Xen deployments where customers enjoy the consolidation benefits a virtual environment offers.

ABOUT EMC

EMC Corporation is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. EMC provides products and services to help people and organizations around the world bring the power of their information to life through the creation of information infrastructure and virtual infrastructure. Many of EMC's offerings enable customers to transition to the next-generation of information management in their journey to private cloud computing.

ABOUT NICE

NICE Systems is the leading provider of Insight from Interactions™ solutions and value-added services, powered by advanced analytics of unstructured multimedia content—everything from telephony, web, and radio, to video communications. NICE solutions address the needs of the enterprise and security markets, enabling organizations to operate in an insightful and proactive manner, take immediate action to improve business and operational performance, and ensure safety and security. NICE has over 24,000 customers in 100 countries, including over 85 of the Fortune 100 companies.

CONTACT US

This seamless integration of EMC and NICE products is available now. To learn more, call your EMC or NICE sales representative or visit our websites at www.EMC.com and www.nice.com.

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