

## EMC Documentum Solution for Criminal Justice

### The Big Picture

- Streamline justice processes—faster investigations and fewer continuances
- Reduce cost and waste—more efficient use of facility space, resources, and administrative time
- Boost service levels—increased citizen services and more self-service options
- Strengthen compliance and oversight—enforce retention of investigation audits and records
- Improve security—fewer onsite visits to justice facilities

## Increasing service levels, streamlining operating processes, and improving information management throughout the justice system

At the federal, state, and local level, numerous agencies provide critical government services, including courts, law enforcement, offender management, and prosecutorial entities. From handling routine burglaries and homicides to organized crime, narcotics trafficking, and financial misconduct, these groups work ceaselessly to investigate and prosecute criminal activity and incarcerate offenders. Despite the importance of their work, investigators, case managers, attorneys, probation officers, and others are still under constant pressure to handle growing caseloads with the same or fewer resources.

At the same time, they're hampered by mechanisms and tools that are not capable of tracking, disseminating, and storing the information that drives these cases. The technology has remained stagnant—leaving them without the business intelligence and collaborative capabilities that enable in-depth analysis and sharing of case-related material. That's why today more and more federal, state, and local agencies are turning to the EMC® Documentum® solution for criminal justice.

### Building integrated criminal justice case management solutions without expensive custom coding

Traditionally, developing automated case management solutions has been difficult, time-consuming, and costly. These solutions required substantial custom coding and were often difficult to modify when business requirements changed. But, with the EMC Documentum xCelerated Composition Platform (xCP), criminal justice solutions are configured with prebuilt templates and components. Using Documentum xCP, criminal justice cases can be delivered in less time with substantially fewer resources.

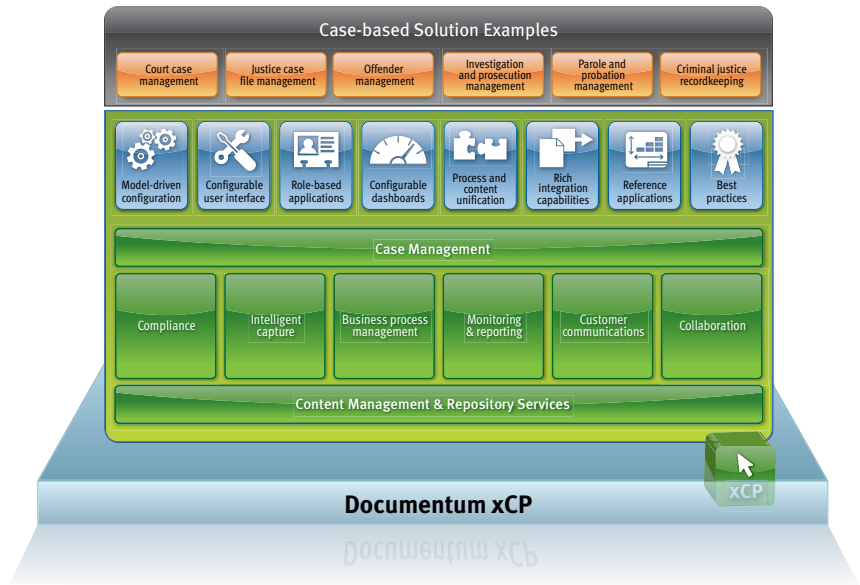
Documentum xCP combines fully integrated technologies, including content management, business process management, records management collaboration, intelligent capture, and comprehensive reporting, to manage the case management lifecycle. Process monitoring tools identify the bottlenecks and inefficiencies that make it difficult for agencies to handle an escalating criminal justice caseload. With a Documentum xCP-based solution, legal, investigative, and prosecutorial agencies can raise their "information metabolism," becoming more nimble and responsive.

The EMC Documentum solution for criminal justice consolidates case content in a unified repository that seamlessly manages images, photographs, audio and video files, correspondence, faxed and scanned documents, electronic filings, and e-mail. The solution reduces case management cycle time, improves responsiveness, lowers costs, and eases compliance with regulatory mandates. This proven solution:

- Enables a single point of information access for stakeholders
- Provides intelligent data and document capture
- Improves process visibility with a consolidated executive dashboard
- Provides robust, configurable workflows and business rules
- Integrates easily with internal and external systems

Calculate your return on investment.  
Learn how an EMC solution can improve performance and reduce cost across the entire case management lifecycle.

[www.EMC.com/government/roi](http://www.EMC.com/government/roi)



*The Documentum solution for criminal justice is built on the EMC Documentum xCelerated Composition Platform (xCP), which enables rapid development of automated, case-based solutions to meet the needs of a variety of government agencies.*

## Delivering value at every stage

From electronic document capture and virtual case file technology to secure collaborative workspaces and automated workflows, the Documentum criminal justice solution delivers extraordinary capabilities to the major participant groups in the justice system—courts, law enforcement, offender management, and prosecutorial entities. It applies these capabilities across the five stages of criminal justice: initiation, analysis, investigation, prosecution, and closing.

### Initiation

The moment a crime occurs or a warrant is issued, an investigation can be hampered from the outset by legacy systems and paper-based, manual processes. On the other hand, with the Documentum solution, the first electronic report filed or paper report captured and scanned immediately triggers the creation of a virtual case file. Unlike a hardcopy case file, a virtual case file can include any type of electronic content such as still images, audio, and video. The traditional case file is a procedural bottleneck, but a virtual case file can be managed with automated workflows and business processes to:

- Enable multiple parties to have simultaneous access to case files
- Reduce lost or missing documents and ensure accuracy
- Drive consistent processes across locations and departments
- Decrease printing, distribution, and storage costs

### Analysis

When investigators and prosecutors collaborate, the speed and quality of decision making improves dramatically. Instead of circulating multiple copies of case-opening documents, the Documentum solution allows these stakeholders to create secure, digital team rooms to assemble the investigative team, share information, and review strategy and tactics. Virtual case files can be attached to team rooms and protected with tiered access controls.

The EMC Documentum solution for criminal justice may include:

- EMC Captiva®
- EMC Centera®
- EMC Documentum

The EMC Documentum solution can address specific areas within criminal justice, including:

- Court case management
- Justice case file management
- Offender management
- Investigation and prosecution management
- Parole and probation management
- Criminal justice recordkeeping

## Investigation

Throughout the lifecycle of an investigation, evidence is continually gathered, correspondence is created, managed, and stored, and communication is ongoing between agencies. The solution's virtual team room and business process capabilities ensure efficiency and process consistency no matter how complex the investigation. They cut down on the volume of e-mails, phone calls, and meetings while improving the quality of communication.

Automated workflows enable intelligent case routing, which can deliver information to the right people, at the right time. Intelligent case routing leverages business rules embedded in workflows and repeatable processes to tap the proficiency of domain experts and apply accumulated knowledge from prior cases. It also ensures that deadlines are met and necessary approvals are obtained, while maintaining comprehensive audit trails to meet compliance requirements.

## Prosecution

Time is of the essence once an investigation reaches the prosecution stage. The virtual case file and the solution's federated search capabilities mean that prosecutors can quickly find information they need regardless of where it's located—even from outside databases and repositories such as Lexis-Nexis. And they can share it without making or distributing duplicates. Since large cases often involve a team of prosecutors—and evidence gathering and analysis may still be underway—team rooms can host ad hoc strategy sessions that could take dozens of phone calls and e-mails to organize.

## Closing

Once a case is closed, Documentum controls end-of-life for case documents and other content. It employs predefined business rules to automatically enforce content retention and disposal policies. Virtual case files are electronically “laminated” and archived upon resolution. This ensures ready access to information should an investigation be reopened, for FOIA or legal discovery requests, audits, appeals, and other reviews.

The solution also enables compliance standards and procedures to be embedded in repeatable processes that enforce appropriate review and, when required, timely submissions. The repository audits all process activities and stores the audits as business records—enabling government agencies and ministries to prove compliance.

## End-to-end case management

Legacy systems reliant on monolithic architectures that can't accommodate new technologies are costly to upgrade and don't scale easily to meet increased demands. With only limited or nonexistent workflows, they can't automate and streamline investigative processes, support search across other proprietary systems, or facilitate cross-organizational interactions. Consequently, for today's law enforcement agency, these systems make an already difficult task even harder.

By contrast, the Documentum criminal justice solution enables direct information capture through electronic forms or the scanning of paper documents. It can trigger workflows that enforce standard processes, automatically notify case managers, investigators, and prosecutors with case status, and provide visibility across the entire investigative process—a 360-degree view of information. From a single, scalable, standards-based platform, the Documentum solution:

- Supports secure, concurrent, 24x7 access to information with no geographic constraints
- Enhances collaboration among investigators and across jurisdictions
- Centralizes case management
- Manages key dates and milestones
- Provides automatic notifications and document routing
- Enables management oversight of multiple cases with dashboard reporting and workflow monitoring

## EMC partners with leading systems integrators

EMC works continuously with public sector partners such as Accenture, Deloitte, Capgemini, Lockheed Martin, Unisys, Fujitsu, and regional firms including Tieto Enator, to define, develop, and deliver federal/national, state, and local justice solutions that leverage the power and flexibility of Documentum xCP. With dozens of deployments to draw from, our partners deliver substantial experience and expertise in justice solution design. They can rapidly configure a specific solution using EMC software and information infrastructure technology. In designing a justice solution, EMC partners provide:

- Preconfigured document type definitions and metadata schema based on years of justice best practices
- Existing integrations with major RMS, CMS, and offender management systems
- A history of proven deployments in the largest justice environments across the US and Canada
- A technology and business process perspective on case file management initiatives
- Expertise on emerging justice technology standards, including the Global Justice XML Data Model (GJXDM), National Information Exchange Model (NIEM), and LegalXML

The Documentum solution for criminal justice includes a full range of EMC products, support, consulting, and implementation services. This combination of market-leading products and industry expertise delivers maximum value in the minimum time.

## EMC and partner content management solutions

This solution is one of many content management solutions offered by EMC and partners.

EMC and partners provide content management solutions that help organizations to solve business problems specific to their function or industry. Built on the EMC Documentum platform, and combining EMC and partner technologies and services, these solutions help organizations to streamline and automate processes, increase productivity of teams and individuals, address their information compliance and retention requirements, foster creative work, and lower the cost of operations.

EMC and partner content management solutions are designed to shorten deployment cycles as well. These solutions encompass a full range of integrated EMC products and professional services, combined with EMC-certified partner technologies and professional services. The combined industry experience and process expertise of EMC and our partners help you achieve maximum value in minimum time.

## About EMC

EMC Corporation (NYSE: EMC) 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. Information about EMC's products and services can be found at [www.EMC.com](http://www.EMC.com).



**EMC CORPORATION**  
Hopkinton  
Massachusetts  
01748-9103  
1-508-435-1000  
In North America 1-866-464-7381  
[www.EMC.com](http://www.EMC.com)

### Take the next step

To find out how you can implement a solution for criminal justice, contact your local EMC sales representative or authorized value-added reseller, visit our website at [www.EMC.com](http://www.EMC.com), or call us at 800.607.9546 (Outside the U.S.: +1.925.600.5802).