

# case study



## Warsaw Police Department Solving Crimes and Protecting Citizens

*Warsaw Police Department is utilizing DocuWare to reduce man-hours, costs and unsolved cases. Electronic storage of incident reports, accident reports and tickets has streamlined the way this department operates and allowed the staff to focus on their primary duty of protecting the citizens of Warsaw.*

Nestled between Indianapolis and Chicago, the Warsaw Police Department serves the city's residents and surrounding area of 45,000 people with a staff of 34 sworn officers and 11 civilian personnel.

### Documents

The Police Department processes and stores incident reports, accident reports and tickets. Incident reports are accessed frequently and are created every time an officer responds to a call.

### Work Processes

Incident reports were typed, printed and stored in the records room. Supplementary information was stapled to the original report. Detectives and officers needing to reference a report would have to pull it, make a copy and re-file the original. Like any paper-based system, incident reports were occasionally "misfiled" or removed from the records room. The Records staff spent too much time tracking down "missing" reports. Older reports were stored on microfilm or on self-contained CDs that were difficult to access.

### Solution Requirements

The Warsaw Police department wanted to implement a more secure records storage process that would eliminate lengthy retrieval time and "missing" documents. They needed a solution with a low total cost of ownership and high functionality.



*"Our DocuWare system is about retrieval – quick retrieval that helps us with compliance recording and investigations. The idea that you can sit at your desk and instantly find the information you need is amazing. Prior to this system, finding information could be a major project."*

*Larry Engle,  
Operations Lieutenant,  
Warsaw Police Department*

## Solution

Information & Records Associates, an Authorized DocuWare Partner, installed a DocuWare solution. Incident reports are created electronically using basic form filler software. Once complete, an e-copy of the report is brought into the system using the DocuWare TIFFMAKER print driver. The report is assigned a number and stored in a DocuWare file cabinet. With the help of OCR technology, accident reports and tickets are scanned and automatically indexed by the preprinted number on the ticket or report. Incident reports can be accessed by case number or by any information contained in the report utilizing the full-text search feature. Older incident reports were scanned or migrated from CD into the system. Today, every incident report from 1970 forward is stored in DocuWare.

## The Benefits in Detail

### User Benefits

Retrieving documents is now very efficient. The Records staff can now find and fax a requested document without ever leaving their desk and they never have to search for "missing" documents, because nothing ever leaves the records room or needs refiling.

### Department Benefits

Detectives can reallocate their time to solving cases instead of looking through files. Additionally, the ability to perform a full-text search among all the reports has turned DocuWare into a valuable investigating tool that allows the detectives to search for similar crimes that can be linked to one perpetrator.

### Organizational Benefits

"Our DocuWare system is about retrieval – quick retrieval that helps us with compliance recording and investigations. The idea that you can sit at your desk and instantly find the information you need is amazing. Prior to this system, finding information could be a major project," said Larry Engle, Operations Lieutenant for the Warsaw Police Department.

The state of Indiana recently began requiring online accident reporting. With DocuWare in place, this new mandate was easily met, and pulling old accident reports for insurance companies was streamlined.

The entire department is running smoother and everyone in the office has simultaneous access to important information. The staff can focus on their primary duty of protecting the citizens of Warsaw. Lieutenant Engle said, "DocuWare paid for itself in a year and a half with the man-power savings and reduced paper and toner costs."

### The Task

- Reduce retrieval time
- Increase document security
- Decrease costs

### Appointed Modules

- DocuWare
- CDMAKER
- RECOGNITION

### The Benefits

- Efficient document retrieval
- Search features allow DocuWare to be used as an investigation tool
- Compliance with state accident reporting
- Reduced costs
- Added document security

For more information  
please visit our website  
at [www.docuware.com](http://www.docuware.com)