



New York City Police Department Successfully Implements a Property and Evidence Tracking System

Capgemini
Government
Solutions helps
NYPD deploy
SAP software
solution

The Situation

The New York City Police Department (NYPD) is one of the world's largest public law enforcement agencies, with approximately 55,000 personnel safeguarding 8.3 million people. The NYPD Property Clerk Division's (PCD) mission is to accept, catalogue, safeguard, store, produce as required for court, return to legal owner or otherwise legally dispose of all property coming into the custody of the NYPD.

The PCD manages an inventory of more than 10 million pieces of property and evidence stored across the five boroughs of New York City utilizing an entirely paper-based solution that had been in place, and largely unchanged, for over 100 years. The intake, tracking, and handling of property and evidence was a manual, time-consuming, and labor intensive set of processes:

- All reporting had to be compiled manually by reviewing invoices and logs. Current numbers were then added or subtracted from the previous period's results, to arrive at reportable information
- Property and evidence inventory across NYPD has materially increased in the past five years, resulting in increased storage and warehousing costs

- Since property and evidence data was being managed and tracked manually on paper, valuable data was not easily accessible through any electronic means to be utilized in NYPD's fight against crime.

The Solution

Capgemini helped NYPD by designing, developing, and successfully deploying an automated Property and Evidence Tracking System (PETS), enabled by SAP. The PETS SAP solution consists of a superior combination of industry leading processes and technologies proven to be reliable, scalable, and secure.

Some key features of Capgemini's solution are:

- The PETS functionality was built using SAP, a tier one, fully integrated application software solution. SAP's leading practice business processes are leveraged by 80% of the Fortune 500 companies throughout the world
- The PETS database is IBM DB2, a leader in total system availability, scalability, security, and reliability
- The PETS SAP application is delivered on a state-of-the-art IBM z10 mainframe computer platform, dedicated to the SAP solution at NYPD.

The PETS SAP Application

Key benefits of the SAP application are that it:

- Fully replaces and automates existing PCD processes and is accessed via an extremely end-user friendly web browser accessible from anywhere within the NYPD network
- Integrates with other key NYPD applications (e.g. Omniform, LDAP, Pers Active) to reduce data redundancy, improve efficiency, and help to ensure data accuracy
- Utilizes industry leading document imaging software (Open Text) to improve accountability, and preserve the chain-of-custody
- Uses automated controls and workflows to help to ensure compliance with PCD policies and procedures, and facilitates timely approval/sign-off of key related functions
- Automates key NYPD warehouse functions by identifying property, and property picking, put-away, and staging locations
- Leverages the latest barcode and handheld technologies to improve efficiency and extend PETS functionality into the field, allowing PCD personnel to perform PETS functions using Motorola hand-held devices
- Includes a multi-part XML based interface designed to integrate PETS with current and future Internet Auction Vendors
- Extends property and evidence data across the NYPD enterprise for reporting and analysis in support of NYPD's core mission
- Incorporates custom online help files and interactive software demonstrations to assist end-users throughout their use of the PETS SAP application.

The Result

Unlike previous attempts to implement a property and evidence tracking system, the partnering of NYPD PCD, NYPD Management Information Systems Division (MISD), Capgemini, and SAP resulted in the successful implementation of PETS. The PETS SAP application was delivered on time and on budget. The functionality provided met, and in some cases exceeded, the original project expectations

The proof of the joint success is evident:

- More than 14,000 NYPD invoicing officers have received PETS training to date
- PETS is live in 66 invoicing commands and continues to be deployed in at least two new invoicing commands per week
- Over 50,000 invoices have been created in PETS by NYPD police officers across all five boroughs of New York City
- PCD warehouse and auto pound staff are using hand-held computers to execute PETS warehouse functions on a daily basis
- More than 50 PCD processes and 40 PCD forms or logs have been automated by PETS
- More than eight unique controls and workflows are in place to help to ensure compliance with PCD policies and procedures
- The PETS database is available for integration with other NYPD data warehousing/data mining applications
- The cradle-to-grave lifecycle of property and evidence invoiced in PETS is visible upon demand. From the moment an invoice is created, all related actions and movements (who, what, where, when, and why) are captured up until the moment the invoice is closed
- The average time to create a single invoice has been reduced from 15 minutes to 7 minutes.

How NYPD and Capgemini Worked Together

Capgemini employed its Deliver SAP® methodology and a collaborative approach to successfully deliver the PETS SAP solution at NYPD. Capgemini adapted its standard, proven implementation methodology and approach to be most effective within the NYPD culture and environment. Throughout the entire project, Capgemini worked hand-in-hand with NYPD PCD and MISD personnel to ensure the project was a success.

Key aspects of the project were:

- At the start of the project Capgemini hosted a series of “lunch-and-learn” sessions to familiarize NYPD PCD and MISD personnel with the technologies and methodologies to be used

- During the needs assessment and design phases, more than 50 NYPD resources across the enterprise were interviewed at length. The feedback and knowledge received during these interviews enabled Capgemini resources to become extremely knowledgeable in the policies and procedures related to property and evidence
- During the build phase, Capgemini continually worked with NYPD PCD and MISD resources to test and re-vamp PETS functionality iteratively
- A Capgemini professional worked directly with the NYPD's Computer and Specialized Training Unit to develop the PETS end-user training curriculum and lesson plans. Capgemini conducted multiple train-the-trainer sessions to bring more than 16 NYPD trainers up to speed and remains available to support a 16-hour day training schedule, five days a week.

PETS allows the NYPD to efficiently identify, locate, track, and route property and evidence, enabling the NYPD to enhance its crime reduction strategies and facilitate data mining for use by Department units.

About NYPD

The NYPD was established in 1845 and has primary responsibilities in law enforcement and investigation within New York City's five boroughs of Manhattan, Brooklyn, Queens, The Bronx and Staten Island.

For more information, please visit:

<http://www.nyc.gov/html/nypd/html/home/home.shtml>

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With more than 125,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2012 global revenues of USD 13.7 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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