

Image Management for Emergency Services

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Significantly improved control and workflow for all photographic resources

Image Management Solution (IMan)[™] from Search Technologies has been developed specifically to address the UK Emergency Services need to store, search, retrieve, distribute and control their vital photographic resources securely, quickly and in a way that enhances crime detection.

IMan is a complete image management solution, which delivers:

A force-specific system: There is nothing new for your officers to learn. Not only is the system itself developed with emergency service needs in mind, but also each implementation is customised to the individual force's specific requirements, including its familiar look and feel.

No client installation: No extra software on your PCs. IMan is totally web-based, needing no client software on your officers' desktops. This economises on space, as well as making the system available to any authorised officer from any machine.

Unquestionable integrity: A single, consolidated point of storage. Each image is mastered on upload, and thereafter only a Working Copy is available to view, watermark, crop, resize, but not alter.

Complete access control and audit: Restrict and monitor every attempted retrieval. Our unique four-level security ensures that access to an individual image, batch or library can be controlled according to rank, function, case involvement or explicitly granted need.

Vastly improved speed: Enhancing the efficiency of your investigations. As soon as images are mastered, they are available for viewing by authorised officers, avoiding the common 48- to 72-hour delay. In addition, Working Copy file sizes are 'fit for purpose' (from thumbnail for identification to hi-res for analysis), yielding best possible retrieval times. This functionality greatly reduces the need for large images to be transmitted routinely around the force, thereby enhancing network performance.

Ultimate scalability: With the gradual adoption of digital photography across emergency services, your image storage burden will naturally grow. IMan's web-based architecture allows any number of images to be accommodated. It also enables the streamlined deletion or compression of Working Copies, at the appropriate anniversary.

Excellent return on investment: IMan can pay for itself in weeks. The system can significantly reduce the volume of photographic development and print chemicals required by SSUs, the traffic of paper request forms, as well as the man-hours involved in image search, request, retrieval and management.

Implementation

Following the system's approval by an Emergency Service, the implementation of IMan usually follows this procedure:

Hardware specification: Search Technologies' engineers consult with your IT and/or SSU (Scientific Support Unit) staff to advise on the specification of the required hardware and environment.

Pre-implementation workshop: we undertake this day's consultancy in order to exchange information with the appropriate personnel, preparing the force for system installation, and allowing Search Technologies to understand the details of a force's look and feel, and other process requirements.

Installation and training day: the implementation itself is conducted over a day, which includes training of all relevant staff.

Post-implementation support: our staff are available at any time to advise or trouble-shoot, either over the phone, over email or in person.

Usage

IMan will manage both operational and non-operational photographic resources. In addition to streamlining day-to-day image search, retrieval and analysis, the system will significantly accelerate the creation of a Case Book or Virtual Photo Book. The requesting officer can simply select the required images on-line. These images are then noted in the Case Book, and only physically printed when necessary.

Job Tracking System

IMan's Job Tracking System allows officers to request Photo Books electronically, and to track their status all the way to their being received as physical evidence. IMan thus removes the need for request forms to be sent back and forth, as well as avoiding the possibility of manual errors being introduced.

Audit Trail

IMan's audit facility tracks every action performed on an image, whether successful or security denied, providing a full audit trail. Senior officers, as well as the Crown Prosecution Service, can track the use of each photographic asset throughout its life in the system.

Security

The foundation of the system's security lies in IMan's provision of a single, consolidated point of storage for all images. This architecture allows the system to control and audit every individual access request.

Access is granted at four different levels:

1. System Level: personnel enter the system via login and password, which either allows or denies access.
2. Repository Level: access can then be regulated according to job function or rank – some civilian roles within the organisation, for instance, would not need access to operational photography.
3. Batch Level: access to particular batches can be controlled according to individuals' involvement with the case.
4. Asset Level: within each case, certain images may be restricted (for example, due to their graphic nature) unless access is explicitly granted.

IMan offers your Emergency Service complete control over your vital photographic resources, vastly improved efficiency in their case usage, together with opportunities for cost savings that more than offset the expense of the system.

If your Emergency Service would benefit from a fully streamlined yet completely controlled system of image management, then please contact Search Technologies today for more information on how existing customers are using IMan, and an informal discussion of your specific needs.

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