



FLEX



MOTOROLA
SOLUTIONS



PUBLIC SAFETY FIRST

Public safety agencies need integrated solutions specifically designed to meet their needs for real-time response and quick, intuitive processes. Used by nearly 2,000 agencies in 43 states nationwide, Spillman Flex is a proven, integrated solution backed by the industry's most reliable and experienced teams.

When it comes to Flex, we consider reliable innovation to be our top responsibility. For more than three decades, we have developed longstanding relationships with our public safety customers by maintaining our reputation for unrivaled reliability while committing to ongoing innovation and development. Customers know that Flex and the people that stand behind it will be there in mission-critical situations today, tomorrow, and for years to come.

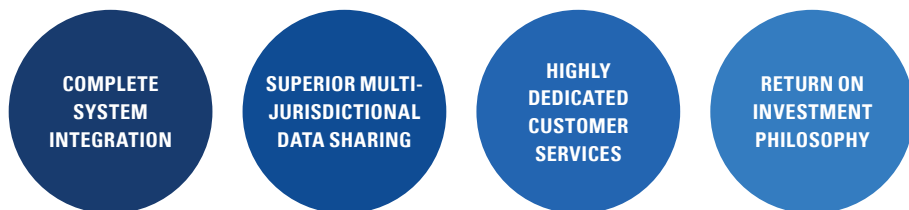
Spillman Flex provides more than 60 integrated modules, allowing your agency to customize a system that meets your specific needs. Flex's integrated solutions include off-the shelf modules for CAD, RMS, JMS, Mobile Data & Field Reporting, Intelligence-Led Policing & Analytics, Mapping & GIS, Fire, Data Sharing, and Personnel & Resources.

TRUSTED REPUTATION

Flex is known in the public safety industry for its commitment and performance in four critical areas:

- **Complete system integration** with core products that were originally engineered for interconnectivity. Using an open, centralized database, all information is entered, stored, and extracted in real time while providing total software integration, allowing all departments within your agency to share live data. The system integration means users only have one vendor to work with and one login to access critical data.
- **Superior multi-jurisdictional data sharing** capabilities that allow multiple agencies to use a single database to securely exchange information in real time while keeping sensitive information secure and preserving individual agency standards. account management, continued training opportunities, and around-the-clock technical support.
- **Highly dedicated customer services** including committed account management, continued training opportunities, and around-the-clock technical support.
- **A return on investment philosophy** that includes a single site license agreement rather than individual or concurrent user licenses, allowing your agency to grow with the system at no additional software expense.

Flex is known for its focus in four key areas:



HIGH-TECH SOLUTIONS

Agencies nationwide count on Flex to provide a wealth of innovative features:

- **Multi-platform options** support Linux and Windows operating systems.
- A **single-source database** reduces duplicate entry and ensures the highest standards for data accuracy and usability.
- **Industry-leading search capabilities** allow information to be easily accessed from virtually any field, on any table, and in any module.
- **Flex's Visual Involvements®** feature enables your users to see relationships between data and more effectively analyze complex information.
- An **open database design** helps your agency meet specialized information needs by providing read-and-write options to access the database.
- Flex helps command staff, analysts, supervisors, and field personnel analyze agency data in meaningful ways with **intelligence-led policing** tools like integrated management dashboards, map-based analytics, extensive searching, and community crime maps.
- We proactively stay on the frontline of public safety technology through our participation in industry-defining committees such as the Integrated Justice Information Systems (IJIS) Institute and the NENA NG9-1-1 PSAP working group, helping ensure that you have technology that stays on the **forefront of state and federal standards**.

"I've seen other agencies that have to open up different databases for different records instead of one general database that has everything. The [ability to see connections between data] is a big advantage for Spillman Flex. Our investigations rely heavily on Flex and the time it saves us."

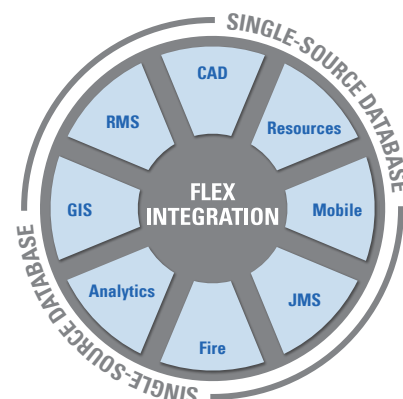
Lt. Mike Fisher
Osceola County, FL.

TRUE SOFTWARE INTEGRATION

Flex's single-source database offers a central location for data storage, resulting in reduced duplicate entry and automated data population throughout all system modules. This fully integrated database also facilitates real-time data sharing both within your agency's divisions and across multi-jurisdictional boundaries.

COMPREHENSIVE PROFESSIONAL SERVICES

Flex is backed by a strong company culture focused on customer satisfaction, resulting in a professional services package that is a leader in the industry. Every customer has access to extensive purchasing, implementation, support, and ongoing education assistance.



"In our biggest time of crisis [after Superstorm Sandy], Spillman Flex was there for us, not only with a reliable and redundant public safety software system but with personal and professional customer service."

Sheriff Shaun Golden
Monmouth County Sheriff's Office, N.J.

TOTAL SOFTWARE INTEGRATION

Spillman's Integrated Hub™ is an open, centralized database where all agency information is entered, stored, and extracted in real time, providing total software integration. This allows your users to enter data once and have it automatically shared among related modules.



RECORDS MANAGEMENT

Spillman Flex's Records Management (RMS) suite is specifically engineered for true system integration, providing your agency personnel in every department with the most up-to-date information possible.

DATA INTEGRITY AND STREAMLINED REPORTING

Flex's integration helps your records personnel maintain data integrity. Information entered into the database is organized into master tables that are shared throughout all system modules, helping to eliminate accidental duplicate entry. The Flex Law Records with UCR/NIBRS modules integrates with the CAD module to automatically link appropriate CAD call information to related incident records for rapid, consistent data entry. Your agency can also use the Law Records module to generate reports for crime analysis, archiving, and submission to the Uniformed Crime Reporting (UCR) Program and the National Incident-Based Reporting System (NIBRS).

Flex's powerful searching capabilities allow your personnel to quickly retrieve data by searching from any field on the screen using wild-card and sounds-like searches. Your personnel can also use the InSight module to query data outside of their jurisdictions.

The Workflow Approval Management feature allows you and your personnel to assign and track the status of reports from any module within the Flex system and view the status history of a record. The software also enables you to attach files, images, and audio files to records. Once a record is sent, agencies can see the recipient and purpose, helping ensure that sensitive information is not released to unauthorized parties.

"The ability to search [Flex and] get all name data and Involvements throughout the system will be huge. This will benefit all divisions within the sheriff's office.."

Captain Joe Haugen
Churchill County Sheriff's Office, NV

INVESTIGATIONS AND ANALYST BENEFITS

The unique architecture of Flex optimizes the speed and ease of searching live data, allowing your investigators the ability to search the database for information on complainants, victims, offenders, suspects, witnesses, evidence, vandalism, arson, vehicles, and stolen and recovered property. Flex's **Law Records** module automatically creates links of Involvements® and Visual Involvements®, making personnel aware of important connections between various types of records. Your personnel can use these features to advance investigations by exploring the relationships between data and can use the **Pin Mapping** module to view spatial relationships between suspects and incidents. The Flex system also allows your agency to protect sensitive information about ongoing investigations by limiting unauthorized access to data.

ACCURATE EVIDENCE MANAGEMENT

Using Flex's **Evidence Management** module, your officers can track location, custodial information, and the history of evidence items. They can link evidence records to existing name, vehicle, property, and law incident records stored in the Flex system and attach images using the **Imaging** module. Flex's **Evidence Barcode and Auditing** module allows agencies to track item movement by attaching barcodes to items.

OFFENDER TRACKING

Officers can use the **Offender Tracking** module to record information on various types of offenders, track registration renewals, schedule future renewals, and record activities like contact with an offender, follow-up visits and phone calls, notifications to community residents, and critical notices and alerts for officer safety.

INTEGRATED CIVIL PROCESS INFORMATION

Sheriff's offices can track civil processes, view a list of people involved, see any billing charges, and determine if the process has been served using Flex's **Civil Process** module. The software enables your personnel to track protective orders, property executions, wage garnishments, and civil lawsuits. Personnel can also print service worksheets, returns, and statements of process from civil process records.

ADMINISTRATIVE BENEFITS

The Flex software also allows your agency to manage your resources and improve efficiency. You can use the **Personnel Management** module to track employees' foreign language skills, certifications, and explosives expertise. This information can be used to recruit or train employees as needed and ensure that existing employees remain current with training and certification requirements.

"We purchased [Flex] because we were looking at high quality records management systems. The [Spillman Flex] name came up over and over."

Chief Tammy Schaffer
Bluffton Police Department, IN



COMPUTER-AIDED DISPATCH SOLUTIONS

Spillman Flex's CAD software is specifically designed and engineered for full multi-jurisdictional dispatching capabilities, allowing your agency to easily share call information, manage multiple disciplines, and keep all parties informed and up-to-date with the latest call information.

DISPATCH BENEFITS

With Flex, your dispatchers can efficiently manage calls for a single agency or multiple jurisdictions using the **Computer-Aided Dispatch (CAD)** module. The Flex CAD capabilities allow communication centers to easily handle calls from several agencies or jurisdictions. Screen features are customizable, enabling your personnel to configure the icon size, font, color, and other features to meet individual preferences. Dispatchers can instantly query name, vehicle, property, and law incident records within the **Law Records** module without exiting the CAD status screen. Your agency can also use Flex's **Insight** and **StateLink** modules to search other local, state, and national databases for information.

"The Spillman Flex system allows my dispatchers to begin investigating the crime before units arrive on scene, providing them with the best information possible."

Modesty Adams
Osceola County Sheriff's Office, FL

Flex's CAD module enables your agency personnel to choose to dispatch calls with a mouse or directly from the CAD command line. They can also dispatch a call using Flex's **CAD Mapping** module by dragging and dropping a unit icon over a call icon on an electronic map. Flex's CAD provides your agency with real-time call updates, unit responses, and automatic alerts on wanted or missing persons, as well as offender information, using the **Offender Tracking** module. You can also use Flex's CAD Mapping module to access visual information about an area, including street names, major buildings, landmarks, and more. Users can right-click on a call or unit symbol to retrieve call information directly from the mapping screen.

Your agency's dispatchers can determine which unit is closest to a call using the **Quickest Route** module, which takes into account local street networks and geographic barriers. The **Response Plans** module provides your dispatchers with a pre-determined list of response assignments and instructions for various incidents. Using Flex's **E9-1-1 Interface**, you can view real-time locations of wireless and landline calls on a digital map. You can also view the location of all field units on a map using Flex's **Mobile AVL Mapping** module and GPS.

The Spillman Flex team is helping to define standards for Next Generation 9-1-1 technology by participating in standard-defining committees within the industry. Through the software's support of NG9-1-1, dispatchers and call takers will have the ability to transmit a variety of call data including images, videos, and text messages to Flex's CAD module.

ADMINISTRATION BENEFITS

Flex allows your directors and supervisors to efficiently manage communication centers with access to insights built from real-time, fully integrated data. The CAD Management Dashboard gives administrators a visual tool for monitoring call statistics and personnel performance in order to better target resources, improve response times, and provide the best possible service for all agencies served.

Using the Spillman Touch® module, your 9-1-1 directors and supervisors can monitor dispatch performance while out of the office by accessing reports, searching for data, and viewing call information using a mobile device or tablet.

Your communication center can seamlessly dispatch for several agencies at once by sharing critical information in real-time. With the help of Flex's single-source database, your administrators can manage a fully integrated, multi-discipline and multi-jurisdictional system. Using Flex's Insight, you can also search and receive real-time data from agencies outside jurisdictional boundaries - even agencies that use disparate systems.

GIS BENEFITS

Flex's **Geographic Information System (GIS)** is fully integrated into the dispatch software and connects directly to an Esri ArcGIS server, eliminating the need to load a map into the database. With Flex, you can access a layered electronic map of your jurisdiction containing detailed street and address information, specific addresses, and intersections. This also allows your agency to access historical information about an address, such as alerts and past incidents, as well as time-saving features like address candidate scoring, common place names, duplicate call alerts, and reverse coordinate-to-address geocoding. In addition, address verification and visual map services through Flex's **GeoValidation** module are served out from a centrally managed source, creating a more efficient process by allowing you to perform your work using the most common tools in the industry.

"It is very conducive to how we dispatch, and it's user-friendly as far as running reports. It uses very plain English so we don't have to try to interpret what the software is saying. The software speaks the dispatchers' language."

Janice Costello
Cherokee County 9-1-1 Communications, NC



INTELLIGENCE- LED POLICING & ANALYTICS

Spillman Flex's Intelligence-Led Policing (ILP) software provides your agency with the tools needed to maximize the value of your data and its benefit to the community through advanced analysis and forward-thinking crime prevention.

COMPLETE INTEGRATION AND ILP

Flex's centralized Integrated Hub allows agency data to be stored in master files and then organized into individual data fields, where it can be accessed from any module. The benefit of using an integrated system is the ability to simplify data entry and retrieval. From incident to investigation to arrest, record data is entered once into the system and made immediately available to other modules. Name records can be associated with an unlimited number of incident, vehicle, evidence, property, and other records. All of this data is then available in Flex's highly searchable environment and provides detailed, accurate results that can aid in investigations and support your ILP initiatives.

EASY ACCESS TO CLEAN, ACCURATE DATA

Several tools built into the Flex system ensure that the information entered is standardized, clean, and accurate, because the intelligence your agency develops is only as good as the data that is used. The problem of duplicate name records is minimized with a centralized, master database of records and screens that prompt users to search records before a new one can be added. Addresses are verified against actual Geographical Information Systems (GIS) data to ensure that address records are complete and accurate.

The Flex system is also designed for individuals beyond investigators and analysts to have easy access to data. Besides investigative searches, data can be used and viewed in an unlimited number of reports using industry-standard tools. Flex even provides thousands of preformatted reports, and your agency also has the ability to write your own at any time.

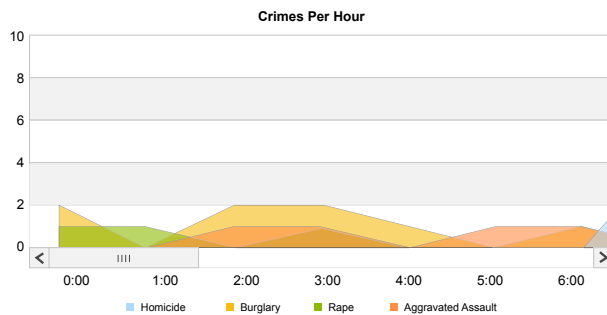
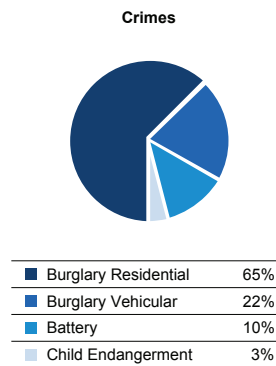
POWERFUL TOOLS FOR COMMAND STAFF

Flex's **CompStat Management Dashboard** is an analytics dashboard powered by the principles of Intelligence-Led Policing and designed specifically for your agency's busy command staff. The CompStat dashboard pulls information directly from your agency's incident records and displays statistical data in an intuitive, easy-to-read and navigate format. The main dashboard shows your agency's decision makers and city council members a snapshot of what is happening in your jurisdiction over a specified period of time: what types of crime, traffic, and public nuisances are trending up or down; what types of crime are eating up agency time.

You can also utilize Flex to analyze internal productivity using the **Command Staff Productivity Dashboard**, which combines with the CompStat Management Dashboard to provide administrators with easy visibility into each officer or deputy's performance and statistics, helping to create a culture of accountability in the department.

"With the Spillman Analytics module and [Flex] in general, I believe citizens will have a better understanding of what's happening within their community because of the product's ability to produce accurate and timely statistics."

Stacy Perreira
Kaua'i Police Department, HI



The various dashboards and analytics modules available with the Flex system provide quick and easy tools to visualize the trends and patterns occurring within your jurisdiction and agency, such as heat maps, pie charts, and line graphs.

ROBUST MAPPING CAPABILITIES

The Flex system provides a variety of maps that agencies can use to quickly see what areas of their jurisdictions are most affected by crime, traffic, public nuisance, and more. Investigators and analysts can use the map-based **Spillman Analytics** to search for and analyze data to determine geographical crime and incident trends. With Spillman Analytics, agency personnel - from command staff to patrol officers to analysts - can visually identify potential crime hotspots on a crime density map, prioritize areas through geographic profiling and geo-fencing, initiate queries using multiple data layers, and compare activity by performing customizable data range searches.



JAIL MANAGEMENT

Spillman Flex is designed to help correctional facilities monitor inmates and operations through integrated solutions for booking, housing, medical, commissary, and more. As an interconnected system across all modules, you have access to a comprehensive view of an inmate's history by viewing pre-booking RMS data.

BOOKING AND MEDICAL BENEFITS

The **Jail Management** module allows you to quickly book and assess inmates using an intuitive, step-by-step booking checklist that tracks which activities have been completed. You can also use Flex's decision tree-based assessments to determine an inmate's risk factors and medical needs. Using the module, authorized medical personnel can track all medical conditions and prescribed medications associated with an inmate throughout multiple incarcerations. You can also see an inmate's assigned physician, medical screening information, appointments, and medical charts.

You can use Flex's **Imaging** module to capture mugshots that meet the standards of the National Institute of Standards and Technology (NIST). The software allows you to control camera functions remotely through a live video feed, including eye-level and face-width guidelines.

HOUSING BENEFITS

You can monitor inmate movement and maintain jail security using Flex's Jail Management module. The software makes it easy to keep volatile inmates apart by creating a Keep Separate record with an optional expiration date and narrative. In addition, the Inmate Movement Log feature records the time each inmate is moved in or out of a location and warns personnel if gender, juvenile, maximum capacity, or security restrictions will be violated by moving inmates.

COMMISSARY BENEFITS

Flex's **Commissary Management** module allows your correctional facility to manage commissary purchases for multiple inmates, see inmate order lists, access an inmate's current balance, and view a history of an inmate's account transactions and receipts. You can also post and cancel orders, track inventory, and set automatic reorders based on inventory levels. Easy-to-read reports show supplier summaries, orders pending, item costs, and more.

MOBILITY

Flex brings the benefits of robust public safety technology into the field, where personnel need it, through software designed for laptops, tablets, and smartphones.

SEAMLESS DATA ACCESS

Spillman Flex facilitates an efficient mobile office by allowing your patrol officers, deputies, and fire personnel to easily access real-time data from their vehicle laptops. Field personnel can view images and name, vehicle, incident, and property information from the field using the Flex **Mobile Records** module. Features like large, easy-to-use icons and a night-mode screen setting make the software ideal for use by field personnel.

You can create and submit reports from vehicle laptop computers by querying your agency's database – as well as outside databases - and using that data to complete them. Your officers can complete law, accident, citation, warning, and field interview forms as well as narratives from the field, eliminating the need to return to the office to fill out paperwork. Flex offers **Mobile State Crash** and **Mobile State eCitation Forms** for customers that require state-specific submissions and Mobile Generic Citation and Mobile Generic Accident Forms for those who don't. The **Driver License Scanning** module allows officers to pre-fill forms by scanning a driver license barcode or magnetic strip. Personnel can also complete forms using data captured with Flex's **Mobile State and National Queries** module.

Your patrol officers and supervisors can also use Flex's mobile offerings to engage in intelligence-led policing from the field using the map-based **Spillman Analytics** module from their vehicle laptops. Spillman Analytics allows you to view crime patterns and trends and to identify potential hotspots and perform predictive analytics for a specific geographical location or beat.

EFFICIENT COMMUNICATION

The Flex Mobile suite also helps your responding personnel maintain constant communication with dispatchers and other officers. Field officers and fire personnel can send and receive messages using the Flex Mobile Messenger, which also allows users to view scrolling BOLOs and alerts along the bottom of the screen. Using the **Mobile Voiceless CAD** app, you can view calls and call comments in real time as they are entered by dispatchers, update call and unit status, and access address and radio log history information. Calls listed on the screen turn red after a predetermined response time elapses, helping you ensure that incidents are responded to in a timely manner.

The **Mobile AVL Mapping** module uses Automatic Vehicle Location (AVL) technology to track the location of all fleet units through Global Positioning System (GPS) receivers, allowing your dispatchers to remain informed of each unit's position at all times. The **Quickest Route** module allows you to determine the fastest route to a call. With the **Spillman Touch** app, your officers and firefighters can use a mobile device such as a smartphone or tablet to view real-time dispatch information, receive call assignments, and update a unit's status.



With Flex Mobile, field personnel can add new name records and edit existing records, ensuring a fully functional mobile office.

SPILLMAN FLEX

For more than 30 years, Spillman Flex has provided public safety professionals with an integrated software solution and reliable customer service. Spillman Flex is also part of the Motorola Solutions Command Center Software suite that provides users with a streamlined workflow from call to case closure and the intelligent capabilities to work smarter and more efficiently. Today, Flex is used by nearly 2,000 police departments, sheriff's offices, communication centers, fire departments, and correctional facilities nationwide.



MOTOROLA SOLUTIONS

Motorola Solutions, Inc. | 4625 Lake Park Blvd., Salt Lake City, UT 84120 | 800.860.8026 | spillman@motorolasolutions.com | spillman.com

MOTOROLA, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2018 Motorola Solutions, Inc. All rights reserved. Specifications are subject to change without notice. 06.18