IBM

eNetwork Software mobile solution

"We want to have quick access to critical information, from any location." *

–Police chief

On an international scale, all government agencies are faced with similar challenges of how to provide high levels of service to increasingly sophisticated citizen bases while minimizing operational costs. Every facet of the government today—healthcare, education, public safety, human services, environmental protection, and administration—is experiencing urgent demand to rethink and reengineer traditional roles as employer, buyer, and agent. Governments now must provide improved services that are economical and efficient, while also ensuring that services and critical information are delivered when and where it's most convenient.

One government agency experiencing the transformation in public service is law enforcement. A police department relies heavily on the availability of information to conduct and fulfill its service role to the community. Information is reported, collected, verified, and processed on paper or through time-consuming and often-unreliable voice dispatch.

Government

Data center

Patrol car

Police station
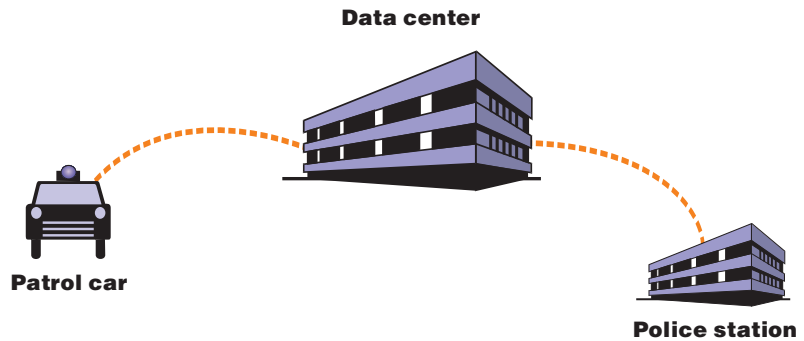
"In today's world, the most effective weapon against crime is real-time access to information."
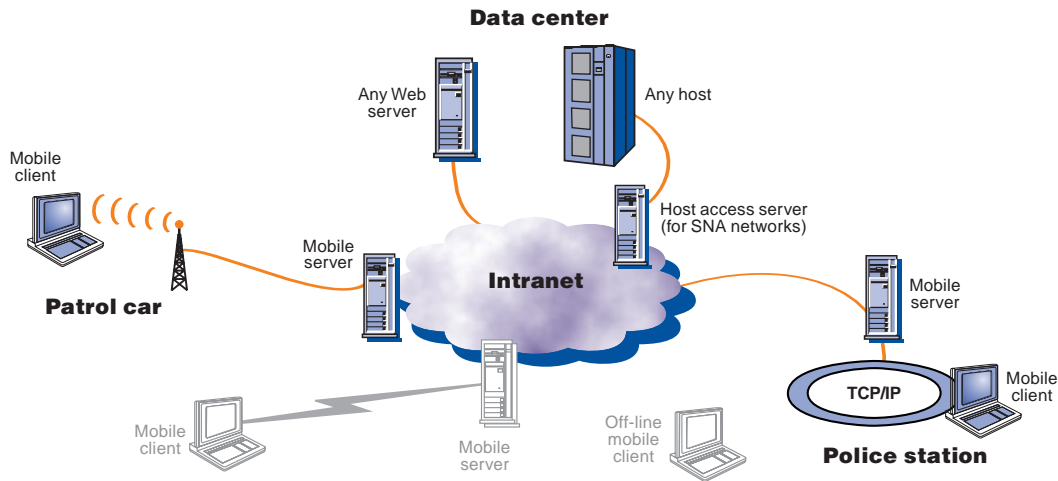
—IT manager at local police department

For example, an emergency arises in a heavily populated commerce center where immediate response is required. An all-points bulletin could be broadcast across the police force with its laptop-enabled squad cars, and the suspect's picture and background history could automatically be displayed for review. A team of on-duty officers could be better prepared to apprehend the suspect because of real-time information received through a wireless solution.

At one time, delivering reliable and improved services at lower cost seemed out of reach for law enforcement. Then, maintaining quality service meant increased numbers of police officers at greater expense. The police department discovered it was being compared with a private sector that delivers goods and services to the public through automated networks regardless of geography or jurisdiction. This agency learned that the public expects service from the government at the same level provided by private industry—not a small challenge with increasing information needs and rapidly changing technology.

The solution

By using existing applications with wireless networks, the vision of the police department could become a reality. Police officers tapping into other local and state agency databases, while performing routine motor vehicle checks, could result in locating more stolen vehicles and outstanding warrants. Such a transformation could help police everywhere compete favorably with private sector services, making government services a central player in a changing economy.

Advanced mobile technologies could transfer benefits from the squad car, station house, or street corner to the citizens. By giving officers full access to enterprise information while mobile, this police department could become a benchmark for an emerging electronic

Data center

Any Web server

Any host

Mobile client

Host access server (for SNA networks)

Mobile server

Intranet

Mobile server

Patrol car

Mobile client

Mobile server

TCP/IP

Mobile client

Off-line mobile client

Police station

government. The routine paper tasks of reporting and processing traffic violations and accident reports could disappear. What once was time-consuming and stressful for both the officer and the citizen could be streamlined into an online process. Reports could be completed electronically, saved, and downloaded to the main database at the end of the day.

eNetwork Software mobile solution

By using the IBM® eNetwork™ Software mobile solution, this government agency would be investing in a strong information infrastructure to support its customers. IBM eNetwork Software mobile solution offers a platform that enables officers to make wireless connections to the police department network using laptop computers. Without requiring extensive application rewriting, the same data is available to officers whether they are working at their desks or on the street.

The IBM eNetwork Software mobile solution could help this police department quickly build and deploy a mobile solution to their officers that could yield immediate payback in improved accuracy, productivity, and customer service. The IBM eNetwork Software mobile solution could help the police department build on what it already has by extending applications to its officers while helping to protect its existing investment in both software and information technology infrastructure. The IBM eNetwork Software mobile solution offers proven products and services and can reduce the cost, complexity, and time required to implement a mobile solution.

Network view

Using the IBM eNetwork Software mobile solution, the police department could implement a solution consisting of client software installed on each of the mobile devices in the patrol cars and server software installed on a PC server in their network. This solution would allow

officers on the road to make wireless connections into police department computer systems over a variety of wireless networks. The officers could have access to specific work-related applications and databases. They would be able to exchange vital information dynamically as though they were at their desks. And they could have real-time access to the information needed to perform their jobs.

Use of mobile technology is growing

Mobile and wireless experts predict that the percentage of worldwide information technology budgets allocated to supporting mobile and remote users will grow from less than 5 percent in 1996 to 30 percent in 2001, according to the Gartner Group. If you're interested in increasing your company's future growth through mobile solutions, investigate IBM eNetwork Software mobile solution. You'll find IBM eNetwork Software mobile solution could extend the reach of your enterprise to mobile workers, increasing the timeliness and availability of information with minimal capital investment or modifications to your existing systems.

For the latest mobile news, solutions, trials, or code, visit our Web site at

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Send e-mail to: mobile@us.ibm.com or call +1 914 766 8799 for an eNetwork Software mobile sales representative.

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