

# Georgetown Police Department

## Case Study

### Commercial Electronics Offers Platinum Plus Proactive Support

Georgetown is located in the heart of Texas just north of the State Capital, Austin. The Georgetown Police Department employs approximately 100 personnel, 18 of which operate the PSAP center, which dispatches for police, fire, and EMS first responders. The center consists of a manager, four working supervisors, and thirteen dispatchers who man the six modular workstations around the clock. The PSAP plays a critical role for Georgetown's 50,000 citizens averaging 50-60 emergency calls in a 24-hour period.

The Georgetown Police Department uses the recording system provided by authorized reseller Commercial Electronics Corp. "I first became familiar with Commercial Electronics during an APCO event several years ago," says Keith Bickley, Communications Manager of the Georgetown Police Department. "I played a primary role for the procurement of the recording system located at another PSAP. Around 2006, three different providers were evaluated, and the equipment solution Commercial Electronics offered was best for recording retention, stability, cost, and the capability to record analog radio transmission and digital (VoIP) data on the same system. One of the greatest attractions at the time was its open architecture. The previous systems being used had proprietary equipment and parts, which was quite costly. There was a great difference in re-occurring cost as well as annual maintenance."

Bickley continues, "Administratively, it is easy to use, easy to set up and manage users, recordings are easily found, and the ease of sending a recording via email is a plus. The system is used on a daily basis to provide information to police officers and investigators." The recording system is also used as a quality assurance tool to review telephone and/or radio recordings of call takers and to provide evidentiary recordings to local criminal and judicial entities. Another purpose in quality assurance is in regard to staff development and reaching training/quality goals.

Commercial Electronics' mission is to provide reliable customized recording solutions through proactive service and support. "Commercial Electronics stands behind every solution and every service offer. Our Customer Support team serves as your single point of contact for service and is dedicated to keeping you up, running and efficient 24/7. Commercial Electronics' commitment to service has produced system reliability that is unmatched within the industry", says Mark Stemmermann, President & CEO of Commercial Electronics Corp.

Some of the features of the maintenance and service agreement are remote and on-site, software / hardware support options to meet budgetary requirements which can save up to 20% of typical annual maintenance costs. Software updates, new billing rates for usage vendors, area codes, prefixes, country codes, help screens, reason screens, glossary and much more are installed and configured remotely by CEC throughout the duration of the support contract. CEC offers regularly scheduled on-line training webinars free as well as direct access to our certified technicians for troubleshooting and consultation on telephone systems, software systems, and integration issues. The technical services representative will answer your question and resolve your problem.

"I would most likely make the same decision today, not necessarily on the premise of the device, but the integrity of the provider and customer support. Customer support has been tremendous," says Bickley referring to the technical services received from Commercial Electronics Corp.