

# INFORMATION PROTECTS

## Siebel Public Sector Solutions for Justice and Public Safety



Anticipating and responding to security threats requires government agencies to overcome barriers to sharing information. Siebel Public Sector solutions for justice and public safety leverage proven technology to solve complex challenges in information sharing and communications.

### **Siebel Public Sector for Justice and Public Safety**

- Border and transportation control, emergency response, law enforcement, and intelligence agencies
- Collaboration within and across agencies
- Case management capabilities including incident management, lead management, evidence management, group management, suspect management, threat and response management, and resource management
- Contact management functionality including self-service, communications management, call center, Web services, and mobile access
- Process management capabilities for user tasks, workflow, action plans, and dispatch

Addressing threats to security has become the single most important challenge facing governments today. Anticipating and responding to these threats requires government agencies to share information—not only within individual agencies, but also among the dozens of national, regional, and local agencies involved in homeland security.

Oracle's Siebel Public Sector solutions for justice and public safety provide an extensive set of solutions to help governments solve these challenges, while, at the same time, accommodating ever changing organizational and legal restrictions. The solutions enhance cooperation among the employees within an agency, but also improve the flow of information among multiple agencies.

Siebel Public Sector solutions can be deployed on a small scale, and then quickly and easily extended. The solutions are tailored specifically to address the challenges of border and transportation control, emergency response, law enforcement, and intelligence agencies.

### **Border and Transportation Control**

Border and transportation control agencies are faced with the daunting challenge of processing the huge numbers of travelers crossing borders and passing through transportation hubs. They must identify and detain suspicious travelers and cargo while providing exceptional service to citizens, visitors, and legal immigrants. Further complicating this challenge is the need to coordinate information with other agencies who may possess classified information about suspicious persons, vehicles, or shipping containers.

Siebel Public Sector solutions for justice and public safety include a global case management system that allows agencies to provide quality service to lawful border crossers while quickly identifying suspicious travelers and cargo. Government agencies can identify trends and patterns and can better detect vulnerabilities by analyzing aggregate data from within and across agencies.

Fact: Addressing the multitude of threats to national security has become the single most important challenge facing governments today.

Key components of the border and transportation control solution include

- Multichannel communications
- Analytics and reporting
- Alerts, notifications, and workflow automation
- Partner and cross-agency management
- Self-service
- Biometrics support

### Emergency and Non-Emergency Response

Justice and public safety agencies need to prepare for unexpected crises and provide consistent, real-time communications to first responders, partners, and other agencies. Equally important is the need to identify trends and patterns before an emergency happens. Further, local and state agencies—confronted with shrinking budgets and increasing responsibilities—must be able to provide response capabilities through frequently used, non-emergency communications systems.

Siebel Public Sector solutions for justice and public safety provide action plan collaboration to help agencies automate time-consuming processes and prepare for emergencies. The solutions include centralized threat and response case management functionality with real-time mobile access and field dispatch. They also provide alert and notification capabilities via Web, e-mail, phone, and mobile devices.

The solutions also provide outreach and customer service capabilities that can be used during an emergency to provide citizens and partner agencies with communications over a familiar, scalable service.

Key components of the solution for emergency management include

- Outreach
- Mobile and wireless access
- Web self-service
- Analytics
- Partner management
- 24/7 training
- Dual-purpose response

### Law Enforcement and Intelligence Gathering

Law enforcement agencies must work closely with investigative partner agencies at the international, national, regional, and local levels. They must be able to allocate tasks to internal workers in partner divisions and manage increasing volumes of incidents and cases.

With Siebel Public Sector solutions, agencies can route incidents to the appropriate agents and escalate as necessary by opening single- or multi-agency case investigations. Investigative and intelligence agencies can integrate case information across multiple data sources, automate aspects of case workflow, and perform real-time case analysis.



Key components of the solution for law enforcement and intelligence gathering include

- Incident and case management
- Lead and evidence management
- Analytics
- Partner management
- Alerts, notifications, and workflow automation
- Resource management

### About Siebel Public Sector

Increased public expectations for performance, new legislative mandates, and changing demographics are currently driving the technological transformation of government agencies. Developed in close collaboration with the world's leading government agencies and systems integrators, Siebel Public Sector embodies the industry best practices that address the market and legislative forces driving these changes.

With Oracle's Siebel Public Sector, government agencies can significantly enhance the business processes directly related to their mission.

### CONTACT US

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