

Making Your Decision

There are lots of public safety software solutions out there. How do you know when you have found the right one for your agency? Below are four criteria that should be considered while evaluating vendors.

Performance

Every agency is unique, and the software you select should be flexible enough to accommodate your agency now and in the future. Software with extensive configuration and workflow options can improve communication, eliminate redundant data entry, and ensure information does not slip through the cracks. The system should complement your workflow without making changes to your agency's procedures.

Ask these questions about the performance of the software:

- Are all products (CAD, RMS, Mobile, Jail, etc.) one application with one database from one vendor?
- Does the software have configuration, workflow, and notification capabilities that work for your unique environment?
- Is the software easy to learn and use?

Service

Technology is forever changing and can become outdated very quickly. Vendors should protect your investment in their solution by offering frequent software enhancements, not just bug fixes, as part of their maintenance agreement. Maintaining your system should be easy and hassle free, including frequent backups. When facing questions or difficulties, a knowledgeable support representative should be just a click or call away, no matter what time it is.

Ask these questions about the services the vendor offers:

- How many software enhancements - not just bug fixes - can be expected per year?
- Who is responsible for maintaining the solution software and hardware?

- What services are included in the support and maintenance agreement and what part will your agency be responsible for?

Stability

As with any business relationship, it is important to examine the company's history to see if they have stood by their products and services.

Ask these questions about the stability of the vendor:

- Does the vendor own all of the products they offer?
- Did the vendor develop all of them?
- Have any agencies replaced them with another vendor or have they failed any projects?
- Are all their customers willing to be references?

Cost


In a time of budget cuts, cost is an obvious concern for any agency. There are many factors to consider when purchasing a new software solution, such as the initial purchase price, the ongoing maintenance, and any undocumented costs.


Ask these questions about the cost of the software:


- What third party hardware and/or software will you be required to purchase and support?
- Is the first year of maintenance included in the contract price?
- What is the ongoing maintenance cost after the initial year?
- What undocumented costs, like system downtime, do you need to consider in the total cost of their product?


The ledsSuite Solution


ledsSuite is a fully featured, truly integrated public safety software solution. It combines agency-wide functionality into one easy-to-use system, including:


 **ledsCAD** - Increase efficiency and improve response time with a configurable, easy-to-use CAD system.


 **ledsMapping** - Plot incidents, track units, route responders, and more with a tightly integrated mapping system.


 **ledsRecords** - Streamline workflow and reduce officer workload with a comprehensive RMS.

 **ledsMobile** - Put critical CAD & RMS data and time-saving tools in the hands of mobile units.

 **ledsJail** - Organize the jail process, from booking to release and all the routine tasks in between.

 **ledsCivil** - Automate your civil process service with automatically calculated interest, generated notice letters, sheriff's return creation, and much more.

 **ledsFinancial** - Track bills, receipts, invoices, and more with a full double-entry accounting system.

 **ledsAdministration** - Manage agency internal processes such as payroll, staff training, vehicle maintenance, and more.

 **ledsReporting** - Apply custom filters to your data to generate reports that fit your needs exactly with an easy-to-use report builder.

Compare Zuercher Technologies with other public safety software providers using the easy to reference chart below.

	Zuercher Technologies	Vendor A	Vendor B
Performance			
Truly integrated and unified system - one application with one database	✓		
Scalable to fit agencies of all sizes	✓		
Workflow configured to match individual agency procedures	✓		
Easy to learn and use	✓		
Service			
Three to four major software enhancements per year	✓		
Software upgrades performed by vendor as part of maintenance agreement	✓		
24 x 7 x 365 technical support on all products	✓		
Online portal provides access to all support issues, questions, and requests	✓		
Stability			
Vendor owns ALL of the products	✓		
Vendor has never failed a project	✓		
Vendor has never been replaced by another vendor	✓		
Price			
Very affordable system with greater return on investment	✓		
Ongoing maintenance includes 100% worry free server and software management	✓		
Software and server hardware technology refresh as part of maintenance plan	✓		
Very low cost of ownership	✓		

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