BENCHMARK IN Action™

High Praise for a Data-Centric System that Manages and Elevates Officer Performance

When the **North Little Rock (AR) Police Department** initiated a search for a more effective personnel management system to replace their existing system, they turned to **Benchmark Analytics®** and its full enterprise solution built for the challenges of modern policing:

- **Benchmark Management System® (BMS)** — featuring seven integrated modules essential for capturing all performance data required to facilitate proactive police force management

- **First Sign® Early Intervention** – the only research-based, results-driven EIS available today

- **C.A.R.E. (Case Action Response Engine®)** — a course-of-action platform offering proactive, proven support for officer-specific interventions

Lieutenant Edwards was asked to weigh in on the partnership with Benchmark Analytics and the impact of implementing our single-source, data-centric BMS software platform — featuring full workflow integration, compliance and capability to provide a holistic, comprehensive view of every officer in the department.

The NLRPD employs approximately 188 Sworn Officers that proudly serve a population of about 66,000 citizens.

BENCHMARK ANALYTICS®

> "Ease of use and navigation needed improvement"

A Big Step Forward in Functionality

Lieutenant Edwards began his search for a new personnel management system when he found their existing system to be difficult to understand and use, with inadequate customer support. One of the most impressive and important reasons for choosing BMS was how configurable, efficient and streamlined the system was structured to meet the specific needs of his department on a timely basis.

For example, in the case of vehicle pursuits and other potential out-of-policy activities — all essential data and information critical for reporting, chain-of-command reviews, findings and recommended actions can be accessed quickly in one tab or file — unlike their previous provider.

Lieutenant Craig Edwards of the NLRPD Professional Standards Unit was responsible for searching, purchasing and supervising the implementation of the Benchmark Management System (BMS).

Lieutenant Edwards began his career as a North Little Rock Police Officer in 1995 — after serving four years active duty with the U.S. Navy and another four years in the Arkansas National Guard. He has worked in Patrol, as a Detective in the Narcotics Unit, North Little Rock Honor Guard Team Supervisor and Sergeant at the Levy Substation.

Reports Made Easy

Reporting has also been positively impacted with the implementation of BMS, allowing supervisors to create, complete and submit a for final approval by the Chief to days or up to a week – rather than weeks to months required with the previous system.

Lieutenant Edwards attributes this to the more sophisticated data collection and retrieval platform – along with the advanced algorithms and analytics – built into BMS. What's more, Lieutenant Edwards believes the department is now spending less taxpayer money on a network solution for collecting data.

"Lag in reporting speed was a real problem."

"We are learning and making things better . . . together"

Responsive Customer Support

What's more, Lieutenant Edwards has nothing but praise for the accessibility, response and attentiveness of his Benchmark Implementation Lead — who he believes should be the model for all service providers. His rep's response time is quick – usually under 24 hours – and many issues have been fixed on a call . . . always finding a way to make it work for the client and never force fed. Lieutenant Edwards summed up the NLRPD partnership with Benchmark Analytics in a simple compliment, "you guys really care."

The Benchmark platform is delivered via the Amazon Web Services GovCloud and provides a secure, stable, and resilient platform providing 99.9% uptime on a 24/7/365 basis. GovCloud maintains secure, CJIS-adherent, cloud-operating environment that ensures physical machines and networks are secure and redundant.

Are You Ready to Take Action?

Our valued partners lead the way in leveraging research-driven, data-centric and evidenced-based solutions to help their agencies make more insightful and well-informed decisions about the way they manage, support and elevate their personnel. Now, more than ever before, law enforcement professionals and organizations want to learn from the experiences of others just like them — that's the purpose of Benchmark in Action.

Visit benchmarkanalytics.com to learn more about our data science company and how we can help you make better personnel management decisions focused on elevating officer performance, regaining the trust of the citizens you serve — and mitigating risk in modern policing.