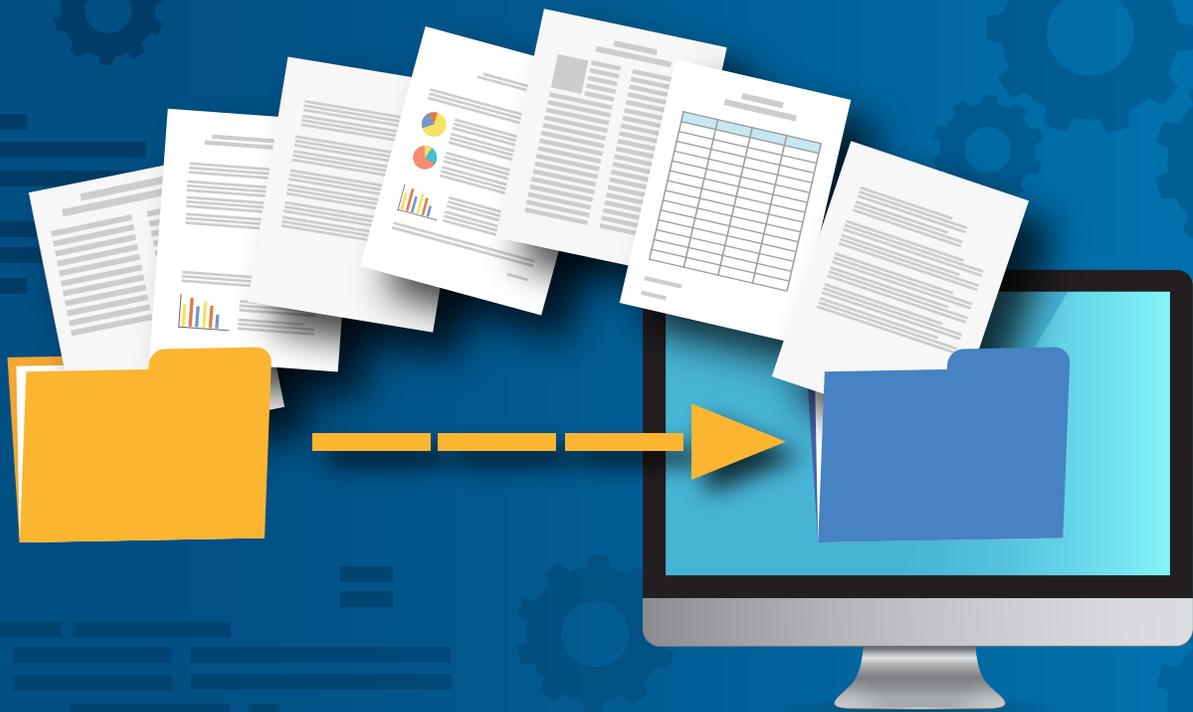


# Mid-Sized Urban Agency Realizes Operational Gains by Moving Internal Affairs Process to Configurable Platform



Using Enterprise Software to Create, Review and Analyze Internal Affairs Reports



# Case Profile

## Executive Summary

When we begin work with a partner agency, many of them still use paper to manage Internal Affairs workflows like complaint intakes and case management. Other agencies come to us during the early stages of modernization, having pieced together hybrid solutions from various siloed software. Either way, all of our partner agencies struggled to find a modern solution that digitized existing IA workflows rather than forcing vendor-driven automations and terminology as replacements. In this case study, we explore the benefits realized by an agency transitioning from a hybrid system to Benchmark's holistic one.

## Effective – and Efficient – Transparency

Supervisors had noticed an uptick in citizen complaints from previous years, but found it challenging to collect data for analysis. Compounding that, community leaders wanted more insight into outcome statistics related to alleged officer misconduct and complaints. The agency wanted to provide this increased transparency to its community. However, leadership recognized it had to do so without creating additional work for existing personnel.

# Case Profile

During this process, it became clear the existing system was failing to fully serve the agency's officers. There was an unnecessary delay between a complaint intake and the notification of necessary agency staff because the agency's system was mainly on paper supported by basic digital tools like scan-to-save and local document storage. Additionally, officers found they had little insight into the case management process. All these factors combined to create an overall sense of uncertainty for all parties involved.

The agency wanted to move to a fully digital platform that could streamline the entire Internal Affairs process – from intake to recommended resolution – without changing the fundamental parts of the process. This second requirement was important to ensure adoption by an agency with limited bandwidth to learn a new process. Management also wanted the ability to share data in context with its community without compromising on security or individual rights.

Most vendors they evaluated could provide a digital workflow, but not one that was easily configured to the agency's existing process. A nearby agency referred them to Benchmark, noting our platform 1) can be configured to support any variation on agency workflows and 2) includes an intake portal to easily capture and route complaints.

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## Benchmark Management System® Internal Affairs Module

Research drives everything we do at Benchmark Analytics. Our experience as officers and public servants informed the design of our systems. This is the software we wish we'd had. For agencies of all types and sizes, the BMS Internal Affairs module:

-  Delivers a comprehensive, easy-to-use IA case management system with fully automated workflow design
-  Captures all incident data points, case notes, victim and witness interviews, injuries, arrests, warrantless searches, agency policy violations, evidence, etc. in one security-protected location
-  Manages concurrence reporting, reviews, approvals and input — up and down the chain of command
-  Ensures officers under allegation are notified in a timely manner of overall findings, final disposition and recommended actions of an investigation
-  Features a complainant feedback tool that documents receipt of complaints and allegations, investigative team assignment and notification of final adjudication

No two agencies are alike —  
each has its own unique challenges and goals.

Our expert team is ready to work closely with you to ensure that our state-of-the-art Internal Affairs module is configured to the specific needs of your agency.

Contact us today to learn more.

For more information or to schedule a demo,  
email us at [info@benchmarkanalytics.com](mailto:info@benchmarkanalytics.com)  
or visit us at [benchmarkanalytics.com](http://benchmarkanalytics.com)

