BENCHMARK PRODUCT ROADMAP

2023

New Case File
Capability

In February, we will be releasing a major enhancement to our Internal Affairs case management capabilities. Case File will allow your IA investigators to collect everything about a case in one location and collaborate with authorized users throughout the process.

IA Administrators can view a list and interact with all cases, and future releases will expand this list into a dashboard view. We also know there will be additional use cases for this collaboration/ organization tool beyond just Internal Affairs, and look forward to exploring how it can support your broader needs.

More Support
for Flexible Workflows

We have completed a major optimization project to enhance our workflow management capabilities and will be working with you to explore how these enhancements can better meet your workflow needs. Enhancements which are available now include:

- Ability for reviewers to request more information directly from the submitter instead of from previous reviewers
- Ability to more easily link multiple reports together, without repeated data entry for quicker completion and better data accuracy
- Ability for multiple custom review notes for a single report, to enable role-specific and resolution-specific feedback
- Visual workflow models to validate complex processes and to train staff on what to expect

Expanded View
of Officer Training and Details

Watch for more robust capabilities within the Officer Profile module over the course of the year to enable a simpler 360° personnel view. Our first enhancement to be delivered in the first half of 2023 will be adding the training transcript to the Profile for those of you who are using our LMS/Training Management System (including POST customers). This will allow users to validate completed and upcoming courses right on the Profile.

Enhanced Insights,
Including Improved Search, Filter and Drill-Down

We've identified several enhancements to our search, filtering and export tools that will make it simpler to access the data you need for operations, compliance, periodic summary reports and FOIA requests through a cleaner, consistent and consolidated interface. We expect to release these improvements in the second half of the year.

Enhancements
to System Performance and Usability

We are investing in technology to make our application faster — especially login time and report search. You can expect improvements starting in Q1 and continuing across the site throughout 2023.

Greater
Audit Visibility

Last year we released the ability to search audit logs of user profile changes from within the Benchmark application. To give you even more visibility into your agency's operations, you will be able to access full audit logs of all activity on our site this year.

Other News
to Start 2023

We take security very seriously, and to this end we've recently completed a third-party security audit and achieved SOC 2 compliance. SOC 2 (Service Organization Controls) is a world-wide standard that ensures best practices across a multitude of controls for security and privacy of customer data.

Benchmark continues to invest in the latest best-in-industry technologies, in partnership with Amazon AWS GovCloud, to ensure continued compliance with the highest-level security and audit standards.

Our On-Going Commitment to Your Success

My career started in law enforcement — it's my passion. And working to advance personnel management to positively impact outcomes in public safety is the purpose for what we at Benchmark Analytics do every day.

Data science is what continues to drive our work — but human connections are what make us unique. They are what define our relationship with you, our valued partner.

Our companywide commitment is to do all that we can in our power to get it right for you. We promise to continue to stand shoulder-to-shoulder with you to provide everything you need to succeed.

Yours in partnership,

Ron Huberman/CEO
ron.huberman@benchmarkanalytics.com

BENCHMARK
ANALYTICS®