BENCHMARK PRODUCT ROADMAP

2023 Highlights

Last year saw significant advancements made to systemwide speed, usability, and configurability — including

- New case file functionality to manage Internal Affairs cases
- Workflow re-platforming that provides greater flexibility and more intelligent routing capabilities for easier completion of day-to-day task
- Advanced filtering for easier-to-find reports and data
- Revamped log-in and increased overall site speed for more efficient completion of tasks — such as producing reports, generating analytics, and creating workflows
- Training transcripts now in user profile, providing easy access to this information as well as visibility and alignment on training records for POSTs and the agencies they work with
- Updated TMS capabilities that enables ecommerce payment processing via Stripe and Elavon, as well as enhanced permissions for training publishers and coordinators.

ROADMAP HIGHLIGHTS FOR 2024

Internal Affairs and Workflow Management

Starting in mid-Q2 of 2024, you will see many improvements to the case file capabilities Benchmark released last year. These capabilities are targeted towards, but not limited to, Internal Affairs workflows, smart task lists and notifications, due dates, dashboards, and enhanced control over who can access which kind of report or data. We are also developing new features that will help you select the right reviewers in a report workflow more easily.

Analytics and Data Tools

In April you will hear about an exciting new feature that allows you to bulk export report content – including review notes and workflow steps – to CSV, JSON and PDF formats. This feature is in beta testing now and expected to be in wide release in the next month. We will supplement the capability with exportable user and organization data as the year progresses.

Additionally, we will release a new address verification feature that will allow your users to verify addresses during data entry, and later will allow more complex location-based data and reporting.

First Sign and C.A.R.E. Expansion

Our best-in-class First Sign and C.A.R.E. platforms will have new features to help you more easily understand and prescribe next steps in response to alerts, including follow-up tracking and dashboards. The Benchmark Data Science Team is also dedicated to developing officer wellness and traumatic events flagging and modeling, to assist supervisors and risk managers in guiding officers through instances that impact them throughout their lives — both on and off duty.

QR Code for Training Check-In

Benchmark is enhancing live-event functionality in the first half of this year by providing the ability to check-in registered attendees using a QR code scan instead of manually checking rosters. We are also investing in providing smoother and faster exam capabilities, especially for customers that run academies and large training centers.

Enhanced Usability

As our product suite expands, ensuring reliable mobile optimization is more important than ever. Starting with a focus on reports and workflow in the first half of the year, officers completing tasks in the application will find it much easier to do so on mobile data terminals as well as smart phones.

The look and feel of the Benchmark application is being optimized to ensure compliance with evolving accessibility standards as defined by the Web Content Accessibility Guidelines (WCAG) 2.1 AA standards. You will soon notice higher-contrast text and colors, as well as extended accessibility tools to accommodate alt-text, screen readers, and keyboard navigation.

Other News

After significant improvements in site speed and login in 2023, application performance remains an ongoing priority. As the software increases in complexity, we will continue improving the speed with which our customers can use the system and get the information they need. There are several enhancements planned throughout the year for continual optimization of Reports, Analytics, and overall application speed.

Our On-Going Commitment to Your Success

Benchmark Analytics was founded by a group of dedicated professionals who have decades of experience in public safety. For me it's my personal passion, having served nine years in one of the largest metropolitan police departments in the U.S.

At Benchmark, our work is powered by data science, yet our unique advantage lies in our emphasis on personal connections. It's these relationships that underline our commitment to you, our valued partner.

We are fully dedicated to utilizing all our resources to meet your needs and get it right for you. We promise to continue to stand shoulder-to-shoulder with you to ensure you have what it takes to thrive as an organization.

Yours in partnership,

Ron Huberman/CEO
ron.huberman@benchmarkanalytics.com

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