FIRSTCLASS® Solution Sheet

Successful law enforcement requires effective information sharing – both within internal policing organizations and beyond. Law enforcement regularly shares information and communicates with colleagues, other police services agencies, members of the community and political representatives. The increasing threat of terrorist attacks have underlined the importance of making this information quickly and easily accessible. Many police services agencies around the world have recognized the knowledge gap and are deploying collaborative tools that facilitate teamwork and offer anytime, anywhere access to critical information that can facilitate sharing and ensure relevant parties stay informed.

FIRSTCLASS - ENABLING A TEAM-BASED APPROACH TO LAW ENFORCEMENT

The FirstClass Collaboration Suite is designed to enable a team-based and collaborative approach to law enforcement by connecting all of the key stakeholders within the law enforcement community — including government representatives, police chiefs, administration, and field officers — within a secure and easily accessible online environment.

HOW CAN FIRSTCLASS BENEFIT LAW ENFORCEMENT AGENCIES?

FirstClass offers many features and benefits to law enforcement, including:

- **A safe and secure environment to share information** — Access to content within FirstClass is permissions-based, ensuring only the people with the appropriate rights and permissions can access specific information.

- **Real-time knowledge sharing and notification** — information can be disseminated within FirstClass and immediately accessible to all users with permissions to receive the content.

- **Online discussion forums with permissions-based access** — documents, schedules, voice files, graphics, and other information can be maintained within topic-based discussion areas that enable project team members to easily share and collaborate on specific topics of interest.

- **One integrated solution vs disparate systems** — many agencies struggle when attempting to coordinate and integrate different technology systems across their organization. FirstClass' fully integrated, "single solution" approach significantly reduces investments in time, resources and training.

- **Equal opportunity accessibility** — FirstClass offers various accessibility options to ensure that content within the system is available to all users.

Law enforcement agencies currently using FirstClass:

HAMILTON POLICE

National Defence / Défense nationale

POLITIE

FIRSTCLASS®
Powering collaborative online communities.

FIRSTCLASS SUITE OF APPLICATIONS

FirstClass offers a suite of fully integrated applications available through a single desktop that is customized to the user's access rights and permissions. Some of these applications include:

FirstClass Email & Instant Messaging

FirstClass offers fully functional email capabilities that enable users to safely and securely communicate within the law enforcement community and, if desired, with a managed set of external Internet destinations. The instant messaging feature enables users to share text, graphics, files, and even voice communications in real time with a built-in presence management facility that enables users to see who is currently online and available for chat.

FirstClass Calendaring and Contact Management

FirstClass offers comprehensive individual and team calendaring, scheduling, and time management capabilities that are tightly integrated within the FirstClass environment. Users can also effectively manage both their personal and shared contact databases with an easy-to-use set of contact management tools.

FirstClass Conferences

Conferences are permissions-based shared spaces that facilitate topic-based discussions, email, file sharing, group calendars, resource sharing, and more. Each conference can have custom background graphics, layouts, resources and workflow tools and can be used for a wide array of topics such as professional development, communities of practice, administrative forms and process, and project-based discussions.

FirstClass Workspaces

Workspaces are secure project areas where smaller groups of users or project teams can collaborate together on specific topics by sharing a wide range of electronic resources.

FirstClass Web Publishing

Built-in web publishing tools that enable users to easily create personal websites, blogs, and even podcasts from within the FirstClass system.

FirstClass File Storage

FirstClass users can easily store files of any type within their FirstClass account — enabling truly mobile data. Files can be stored through simple "drag and drop" from a local computer or through the Upload/Download tools within FirstClass.

FLEXIBILITY AND EASE OF USE

FirstClass delivers flexibility and performance that offers significant benefits to both users and technical staff, including:

- Easy-to-navigate user interface reduces learning curve and training requirements for new users.

- Client software is quick and easy to download and install.

- Multiple platform support — Windows, Mac OS X (PPC or Intel), Linux client and web browser — enables anytime, anywhere access to the system.

- Minimal hardware and administration requirements significantly reduce the time and effort needed to support the system.

CONTACT US TO LEARN MORE

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FIRSTCLASS®
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