DIGITAL TRANSFORMATION

8th Circuit State Attorney's Office Analysis & Report Readout
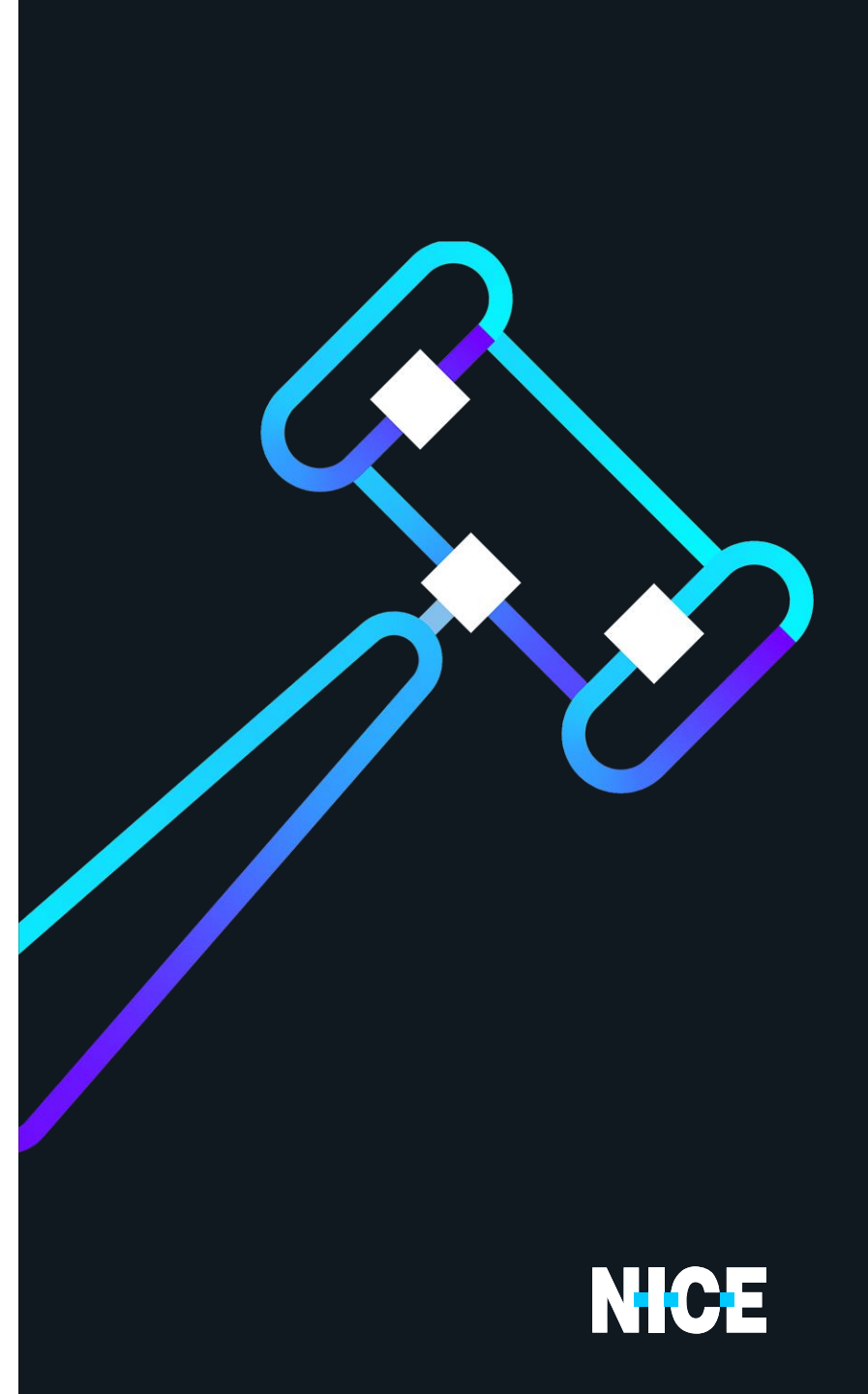
Office of the State Attorney
EIGHTH JUDICIAL CIRCUIT

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Agenda

- High Level Findings & Goals

- Evidence Collection

- Evidence Analysis

- Evidence Sharing

- Investment

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Transformation Workshop | High Level Summary of Findings

1. The Information Technology team within the 8th Circuit has made incredible strides to support the entire agency from an "attorney first" perspective. They are talented and do everything in their power to ensure successful prosecutions.

2. A Major concern is data resiliency and availability because of the locality of current data storage. All data is stored locally but farmed out to 5 different counties and offices. What happens if there is a data breach or attack?

3. Attorneys report that trial prep is **extremely manual and time consuming** as they do not have the time or the tools necessary to work with their evidence. Things like making videos/audio files playable automatically, making notes on videos to eliminate re-review, creating video/audio clips, photo enhancements, transcriptions, redactions, etc. typically require someone else in the department's help (IT, legal assistants, themselves, etc.).

    " *"Attorneys just don't have enough time to timely look at everything they need to and we're losing tremendous efficiencies when attorneys don't have the tools needed to organize, rename, review, etc. evidence" -Chief Deputy ASA*

4. EDP is spending countless hours duplicating efforts to download, move, link evidence to make it visible for attorneys. It is a necessary evil for SAO8.

5. Discovery quality is something that falls off when SAO8 shares evidence to the Public Defender's Office and Defense attorneys. Often, the PD doesn't have tools to work with or view evidence in the same way that the State Attorney does which creates a lot of back and forth between the offices.

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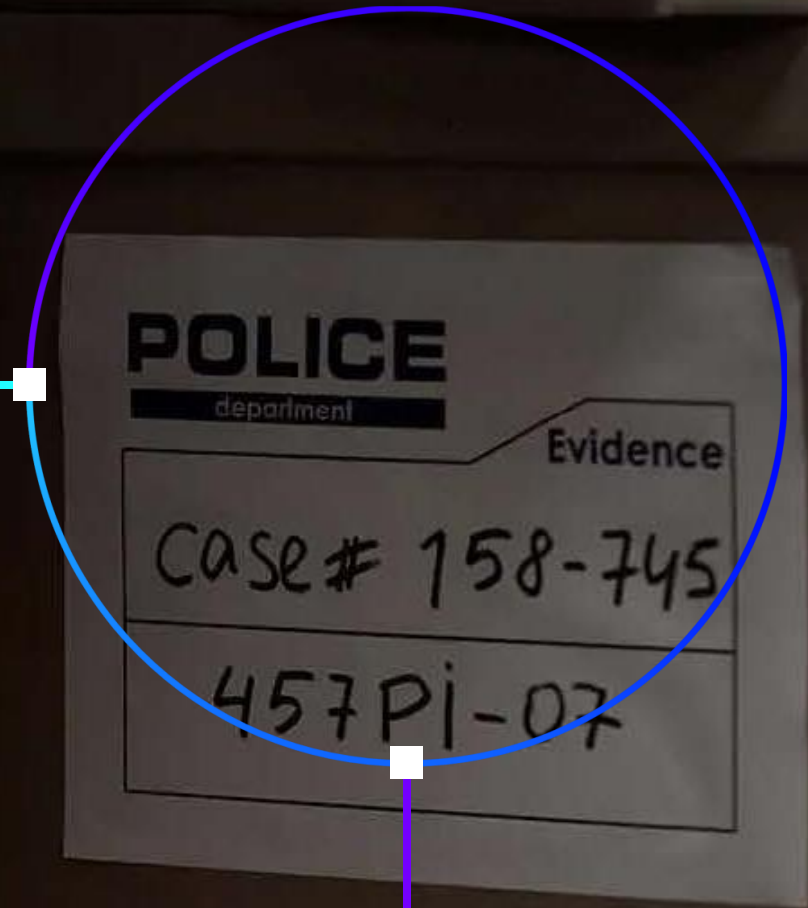**NICE**

Transformation Workshop | High Level Goals

1. While Tom's IT group has done an incredible job working within the constraints that they have, they recognize they can't be everything for everyone – exhibit support, IT support, Technical difficulties, Technical maintenance, etc. They're overwhelmed and need some breathing room.

2. SAO8 would like to explore cloud technologies to limit their risk to data resiliency, availability, and breach attacks. Because everything is locally stored right now, it opens up vulnerabilities that SAO8 would like to avoid and partner with a vendor who specializes in cloud technologies and security.

3. SAO8 as an entire organization would like to eliminate the amount of time IT spends supporting attorney requests (out of necessity). Attorneys would like the ability to work on their evidence and exhibits on their own time prior to trial without having to submit requests. Being able to review evidence immediately, make necessary clips, redactions, compilations, transcriptions, translations, etc. is extremely valuable.

4. EDP spends countless hours moving files from one location to another. SAO8 would like to save people hours doing manual tasks that can be automated in order to achieve **"a higher quality product out of EDP"** – EDP supervisor

5. There are many manual tasks that exist within the SAO8 currently that ultimately delay court proceedings and justice to victims and the community. The ability to provide a higher quality discovery product to the Public Defender's office and Defense is important to save time and mutual benefit on each end.

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Transformation Workshop | Results

- Streamlining process workflows saves time and increases productivity in a massive way.

- The following areas will be dramatically impacted with the introduction of NICE Justice at the 8th Circuit State Attorney's Office:

  ✓ Evidence Collection will streamline **16** areas

  ✓ Evidence Analysis will streamline **12** areas

  ✓ Evidence Sharing will streamline **8** areas

- Based off our findings at the Transformation Workshop we have identified a total of **36** ways where NICE Justice would help improve the current criminal justice process.

  Thank you to Leadership, ASAs, Legal Secretaries, EDP, Victim Advocates, Investigators, and IT!

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EVIDENCE COLLECTION

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Digital Transformation | Capabilities

Capability	Method Today	Digitally Transformed	Affected Group	Impact
STREAMLINED EVIDENCE COLLECTION				
Create a central location for all evidence	Currently, the 8th Circuit SAO is receiving, collecting, and storing evidence via a myriad of different ways (shared links, thumb drives, in-person collection, FTP site and NAS drives). EDP is responsible for making sure all the evidence finds it's way to STAC's 'Image' tab to be logged. ASAs may be able to view it here or they may need to find the physical media or download the item in order to view it. It is not easy to see everything in one single location.	NICE Justice creates one single location for all digital evidence organized by case number.	All	Eliminate use of multiple systems and streamline how ASAs and staff find their evidence.
Remove steps from case creation process	**"A lot of what we're doing is because of a limitation with STAC". EDP is currently entering new cases into STAC. Then, each morning, the Legal Assistants run a "new case" report which tells them what came in within the last 24 hours. They then set a "Review" for their ASAs who then must go into STAC and look at the case to clear the review. They then put in a "Task" for the LAs to request evidence from LE.**	**As soon as a case is created in STAC, NICE Justice will create a case and available evidence and information will be automatically loaded into one consolidated case folder. Attorneys will be notified automatically when a new case has been assigned to them.**	ASAs / LAs	**Automatic notification of new cases. Eliminate the need to set reviews for new cases in STAC by LAs.**
Eliminate flash drives and disks for discovery delivery	ASAs, Legal Assistants, and EDP will often receive flash drives/discs which have to be downloaded then re-uploaded to the W drive. If it is over 16 GB, the physical media is given to the ASA to store with their case. Request for copies are made to Kristina or Alachua County IT for anything from Alachua. This can be a time-consuming task for all parties involved.	An upload portal is provided to all partner LE agencies to upload ANY digital evidence or documents directly into the corresponding case in NICE Justice without size limitations.	All	Eliminate the need to manage and maintain physical media drives to ingest video, audio, etc. Eliminate copies of physical media.
Unlimited Storage	**Due to size limitations, currently all large evidence files (over 16GB) are stored on the physical media it comes on. Nothing that large gets put into STAC. Rather, EDP takes a photo of the physical media device and notes that it was received in STAC. This then goes to the attorney on the case. Anything over 100 GB fails on upload from LE so SAO8 doesn't even know it exists.**	**NICE Justice provides unlimited cloud storage for all evidence. Individual files of 16GB+ can be stored easily.**	All	**Eliminate the need to separate file storage due to size limitations.**

Digital Transformation | Capabilities

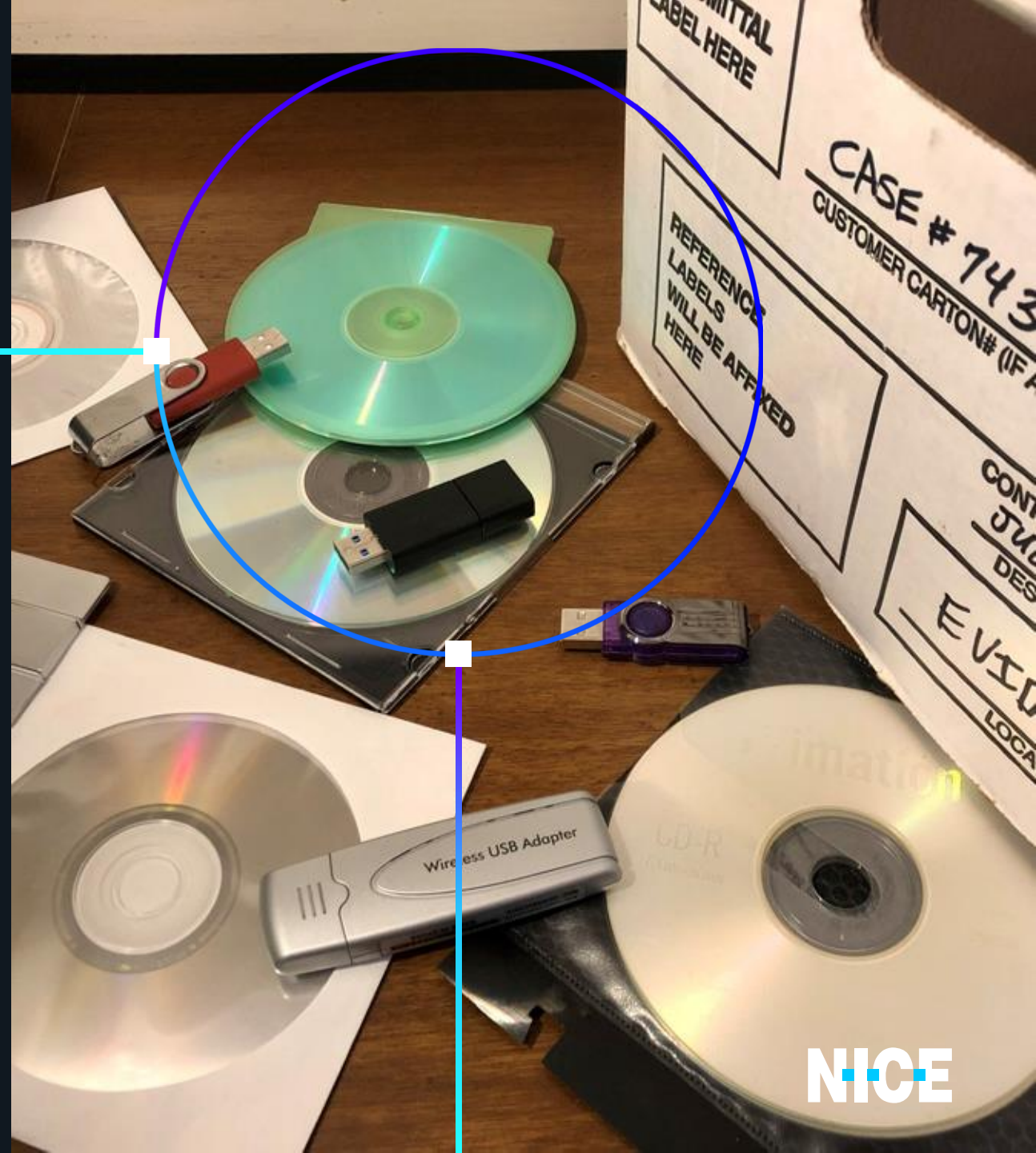| Capability	Method Today	Digitally Transformed	Affected Group	Impact
STREAMLINED EVIDENCE COLLECTION				
Simplify Request for Evidence from LE	Once an ASA has reviewed their new cases, they enter a task for LAs to request evidence from LE. There is a standard request form that goes out to every LE agency. Once the request is sent to LE (which each LE has a different way to receive these), then the task is cleared in STAC. LAs and ASAs are checking daily to see if evidence has been received and updating tasks accordingly. 10 days later, a follow up report is run and the LA checks their tasks again. Responses to Requests go to EDP who then link it to STAC and puts a review in for the LA to see it exists. This triggers an Image review to the ASAs.	LAs can send requests directly to the LE agency for upload of evidence directly into the case folder. This request is customizable and can mimic the current standard request form. When new evidence is uploaded, you are notified automatically.	EDP / LAs	Reduce the number of steps involved with requesting digital evidence from LE and having to notify groups within SAO8.
Consistency in how evidence is submitted from LE	8th Circuit SAO currently works with multiple LE agencies (20+) that are submitting evidence in a multitude of different ways: BWC links, Physical Media, email, FTP site, ECM folders, physical delivery, etc. EDP is responsible for compiling all of it. EDP has to check BWC systems, ECM, FTP, and email daily.	*NICE Justice's Upload Portal provides a consistent and streamlined way of ingesting digital evidence from multiple sources and agencies, while eliminating the need to monitor a dozen ways of receiving evidence.	EDP	Eliminate sifting through multiple systems and formats
Streamline EDP work	Once evidence hits the SAO8's internal systems, they have to take everything from the M/T drives (linked to FTP and ECM) and move it to the W drive. This removes it from the view of the LE agency submitting it and makes it available to SAO8 staff. Then, EDP staff must link each individual file into STAC for ASAs to view the files.	NICE Justice will connect into the M/T/W drives and automatically upload the files to the appropriate case folder for immediate viewing. Notifications of new evidence are automatic.	EDP	Eliminate time spent moving evidence to different drives. Give time back to produce a higher quality product.
Request evidence electronically from external parties	Today, Investigators, Victim Advocates, and LAs will request digital evidence (surveillance video, witness statements, etc.) from businesses, other agencies, and victims. They get files back via, thumb drives, email or will occasionally provide a OneDrive link for them to upload. Then EDP has to move to the W drive and link to STAC. Emails have to be manually saved into a case folder since this is the only way to request supplementals.	NICE Justice provides electronic request for digital evidence to the external parties and once received, they can then add it directly to the case in NICE Justice.	LA / Investigators / Victim Advocates	Keep digital evidence digital. Eliminate time spent uploading, downloading, transferring digital evidence.

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Digital Transformation | Capabilities

Capability	Method Today	Digitally Transformed	Affected Group	Impact
STREAMLINED EVIDENCE COLLECTION				
Eliminate need for ISO files	When EDP receives files that seem to be beneficial to keep together, they turn this folder into an ISO file and link that in STAC due to STAC not allowing easy review of digital evidence files. These ISO files often contain BWC, surveillance videos, in car videos, interviews, interrogation videos, ring videos, and/or 000s of photos. It adds a step to making evidence available to attorneys just so they can view their evidence.	All evidence files can be uploaded to NICE and automatically categorized and viewed without converting to an ISO. Relevant evidence can be grouped together easily.	All	Eliminate extra steps to ensure evidence is viewable. No longer need to make ISO files.
Simplify BWC Video Ingest	For some agencies, BWC videos are being shared via Evidence.com and Utility links. LE tends to incorrectly label the case files and EDP will be have to sift through the videos to find the right one. Once found there are 3 people in EDP who download these videos then re-upload them to the M drive. Sometimes EDP has to download them directly to their hard drive because of the size. They then link them into STAC. _A slow month is 5000 videos/month._	NICE has the ability to connect into Evidence.com and Utility to automatically ingest these BWC videos for easy viewing. Additional requests for BWC can be sent if the tagging was incorrect.	IT / EDP	Eliminate manual downloading and uploading of X000s of videos per month. Receive videos directly into the case folder.
Simplify Photo Ingest	When EDP receives an influx of photos, they send a note to the IT team for them to turn those photos into a PDF. IT will take those photos and turn it into a PDF for easy viewing because ASAs cannot view photos in STAC.	NICE Justice allows all photos viewed in the case folder with the option of quickly creating a PDF photobook compilation, should the ASA like.	EDP / IT / ASA	Streamline photo evidence ingestion and viewing.
Free Community Portal for the Public	Currently, 8th Circuit SAO does not a community portal where the public can submit evidence and leads. This is something that the SAO feels would be helpful for community relation building and sourcing information.	NICE Justice provides a free community portal where citizens can proactively upload information, they feel important to the SAO.	All	Greater cooperation with the citizens of 8th Circuit

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Digital Transformation | Capabilities

Capability	Method Today	Digitally Transformed	Affected Group	Impact
STREAMLINED EVIDENCE COLLECTION				
Virus / Malware Scans	There is currently limited protection against malware or viruses from incoming digital evidence.	NICE Justice scans all incoming evidence for viruses and malware.	All	Improved evidence and network security.
Eliminate Duplicate Tasks	Legal Assistants and Victim Advocates will often set multiple tasks for supplemental discovery asking for the same or similar digital evidence. Every 10 days, the LAs will check if they received it and send the request for supplementals again creating lots of duplication. Limited ways to track what's been requested of LE.	NICE Justice provides detailed insight to the status of requests that have been made and what was asked for.	LAs / EDP	Reduce duplicative requests. Declutter inboxes. Provide more transparency into case information.
Folder grouping of evidence	Currently STAC has no capability on the Image tab to create and customize folders or evidence/exhibits. Organizing and viewing evidence is often very cumbersome. ASAs using manual processes (pen and paper) to organize their case for trial.	NICE Justice provides the ability to create system wide folder structures for the whole organization as well as personal folders on each case for easy organization.	ASAs / LA	Eliminate the manual creation and management of folders. Quick and easy organization of a case for trial
Automatic evidence filtering and organization	**Currently, STAC is limited in organizing and filtering evidence. It is limited to task assignment and completion. The large volume of digital evidence makes connecting the dots time consuming. It is hard to know what you have and what you don't in a case.**	**NICE Justice automatically categorizes and organizes evidence files by type and allows users to apply sub-types along with many other customizable filters for quick and easy filtering of what you have and the it's status.**	**ASAs / LA**	**Quick and easy filtering to identify what exists and what is/may be missing. Automate otherwise manual processes for collection of evidence.**

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EVIDENCE ANALYSIS

Digital Transformation | Capabilities

STREAMLINED EVIDENCE ANALYSIS

Capability	Method Today	Digitally Transformed	Affected Group	Impact
Make Videos/Audio Playable and Accessible	Currently, IT and Investigators will receive raw video/audio evidence including proprietary files from LE agencies, jails, and businesses. Videos are then converted and uploaded to STAC or the NAS drive. Often, Investigators have a hard time getting CCTV video play. "A big chunk of the help desk support calls are *"I can't make this play""*.	NICE Justice's automatic transcoding engine makes proprietary video/audio formats playable automatically without installing new codecs/proprietary players or involving IT. All transcoding is done in the background of the application and does not impact current operation.	IT / Investigators	Save time spent making videos/audio playable. More time to focus on analysis of evidence and certifications
View of multiple camera angles simultaneously in timeline view	Currently, the amount of camera and surveillance video is overwhelming and produces a variety of angles to view a crime from. ASAs expressed that trying to view multiple videos and media files all at once is difficult and cumbersome to try to figure out what happened.	NICE Justice allows ASAs to select appropriate video/audio files and play them chronologically. Using meta data, these files are aligned and play succinctly in a timeline.	ASAs	Easily view multiple camera angles simultaneously and automatically.
Automatic and Instantaneous Transcriptions with Translation	Currently, ASAs and Investigators are either typing transcriptions themselves if they want to have it. Quick translations are not currently possible. If an ASA wants to have an audio/video file transcribed or translated, they have to request this through the Chief Assistant who can approve it to be sent out. These will come back in a few weeks.	Transcription & Translations (180+ languages) are unlimited and available with the click of a button within NICE Justice. Transcriptions are searchable	ASAs / Investigators	Hassle free transcription capabilities to support video/audio evidence in trial.
Map view of evidence origination location	Currently there is no way of instantaneously viewing where evidence was generated and/or collected on a map.	NICE Justice uses metadata available for each piece of evidence to plot the collection location on a map within the case folder, with capabilities to view each piece of evidence from the map	ASAs / IT	Better insight into evidence origination.

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Digital Transformation | Capabilities

Capability	Method Today	Digitally Transformed	Affected Group	Impact
STREAMLINED EVIDENCE ANALYSIS				
Unlimited Video Clips & Redactions	**The IT staff is currently doing video clips and redactions for ASAs. When an ASA needs a clip or redaction, they need to submit a request to the IT help desk for what they need. It then gets put into a que to turn around. There are no tools that ASAs currently have access to and work on their own. This would take a huge lift off of the IT group's workload.**	**With NICE Justice, clips, redactions, annotations, screenshots, etc. are completed and rendered in minutes. Variants are created to track changes and possible exhibits allowing IT more time to focus on other technical issues.**	ASAs / IT	**More time to focus on analysis of evidence and prepare for trial. Save IT time to work on more complicated issues.**
Ability to Split PDFs	Currently the ASAs do not have the ability to split large PDF files into smaller documents. If something comes in as a large PDF, it stays that way in STAC because there's "no way around it".	NICE Justice provides and PDF split (and merge) for any size PDF files.	ASAs / LA	Increased ability to work with evidence files as ASAs need to.
Simplified document redactions	When a document needs to be redacted, often, the ASAs and Legal Assistants do not have the ability needed to make these redactions. A task will need to be created for the redactions and IT will need to involved. This is especially important as it relates to Marsy's Law.	NICE Justice gives users the ability to make their own redactions on documents from within the system. Variants are created with the edits and originals are always maintained.	ASAs / LA / IT	Redactions at a click of a button.
Protecting Victim Confidentiality	**Protecting victim rights and confidentiality is managed in STAC because there is no other way. Waiver and restitution forms must be kept secure and restricted to other users. SAO8 needs a good way to mark these files and/or cases with Marsy's law and perform redactions on all evidence accordingly.**	**Not only are redactions quick and easy in the platform, but NICE Justice is customizable and will include a meta data field for 'Marsy's Law' for SAO8 providing an easy way to understand and protect victim confidentiality.**	**Victim Advocates / ASAs**	**Easier, more efficient protection of victim confidentiality on evidence items.**

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Digital Transformation | Capabilities

Capability	Method Today	Digitally Transformed	Affected Group	Impact
STREAMLINED EVIDENCE ANALYSIS				
Video/Audio Evidence Bookmarks become digital	**ASAs are spending hours reviewing and locating crucial moments in video/audio files while keeping track of annotations on sticky notes or notebooks manually. There is no easy way to memorialize and associate them with a time stamp.**	**All annotations can be completed directly within the audio/video file, which will be maintained throughout the lifespan of that piece of evidence. All work product can be withheld from sharing for discovery.**	**ASAs**	**Time savings by eliminating hours of review. Insight into what has been done on the case evidence already**
Image Redactions	Currently, ASAs have no easy way to zoom, enhance, redact or edit images for trial. Any edits have to be requested through the IT team who responds when they can. If urgent edits are needed, Attorneys figure it out on their own. There is currently no activity tracking ability to prove what edits have been made.	NICE Justice allows for quick and easy image redactions/edits and complete activity tracking.	ASAs	Give attorneys tools to work with and increase ability to use incriminating evidence.
Evidence made searchable	**ASA's and staff have limited tools to search across document, transcriptions, and any digital evidence within STAC.**	**NICE Justice provides quick and easy search across all cases and evidence to tie key pieces of information together and find what you're looking for.**	**All**	**Improved search can accelerate prosecutions and make ASAs more productive.**
Immediate access with court exhibits	Because ASAs use thumb-drives when presenting digital evidence, it is especially challenging when an ASA is in court and needs a copy of an exhibit.	All DE stored in the same location for easy searching, tagging exhibits, finding, and sharing when a piece of evidence is needed immediately.	ASAs / Courts	Ability to access court exhibits immediately.

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EVIDENCE SHARING

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Digital Transformation | Capabilities

Capability	Method Today	Digitally Transformed	Affected Group	Impact
STREAMLINED EVIDENCE SHARING				
Simplify sharing with defense	Currently, discovery is a fairly easy process once the prep work is done. The most time-consuming process is that ASAs have to mark every single document, image, and report as "discoverable". They will then submit a discovery task and the Legal Assistants will go in STAC and create a "discovery event". All evidence is then sent to the defense via the STAC portal. While this process is easy, it involves two people and any large files that are not in STAC get shared on a physical media format, so discovery is done in two ways.	NICE Justice, will maintain the process of marking for discovery. Sharing with the defense is quick and easy. All evidence is stored in NICE Justice and therefore discovered in one package all together.	ASAs / LAs Defense	Reduce time spent on providing evidence in two ways to the defense.
Reduce time spent sharing and resharing after 30 days	As a limitation of STAC, current shares are set to restrict the defense's ability to download the packet after 30 days. This often results in claims from the defense that they did not receive evidence.	Shares via NICE can be set to have default expiration timelines up to 999 days but can also be changed ad-hoc.	ASAs / LA	Eliminate manual, redundant efforts and streamline sharing of discovery.
Eliminate the need to support defense attorneys	**Defense attorneys will call or email ASAs and IT saying that they cannot make videos play or cannot access other digital evidence files (i.e. cell phone forensics) and hope SAO8 employees can help them. This often gets pushed to IT.**	**All shares made by 8th Circuit SAO will include not only the playable working copy (which can be streamed directly) but also the originals and available codecs/players.**	**ASAs / IT**	**Improved user experience for public defenders and external parties. Save valuable time for ASAs and IT.**
Reduce accusations from defense	ASAs are getting a lot of pushback from defense who are telling them that they did not share discovery over to them or the defense never received it.	All NICE Justice shares track when the share was sent, if it was accessed and when it was viewed.	ASAs / Defense / Courts	Eliminate arguments about non received delivery. Reduce risk of brady violations

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Digital Transformation | Capabilities

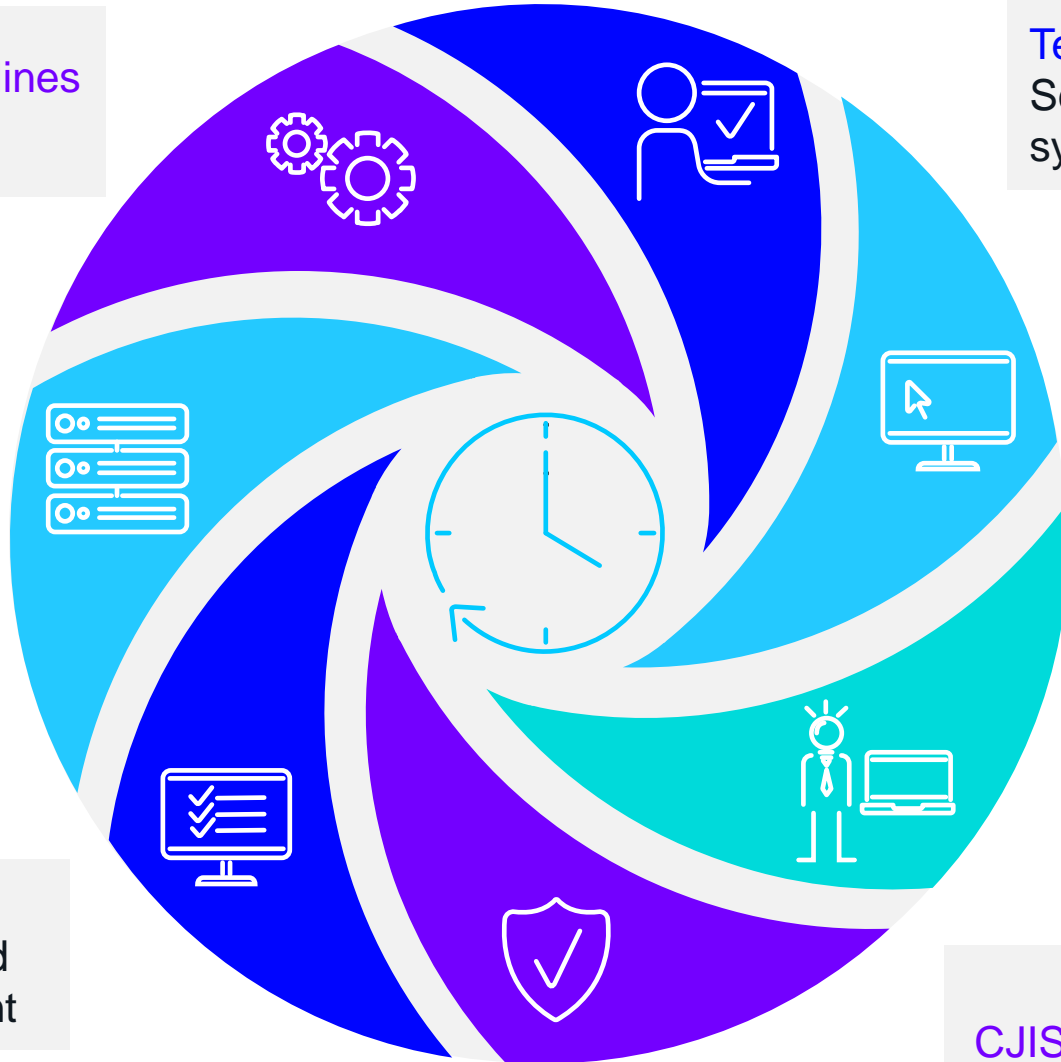| Capability	Method Today	Digitally Transformed	Affected Group	Impact
STREAMLINED EVIDENCE SHARING				
Better Court Presentation Connectivity	**Often, when an ASAs wants to use evidence in court, they must rely on a connection to STAC. This connection to STAC actually calls upon the M drive to pull up the relevant evidence file. With this geographic reach, this is difficult to do even with strong connectivity.**	**NICE Justice can be pulled up in court to display exhibits from any browser even with a mediocre Wi-Fi connection because it is cloud-based.**	**ASAs**	**Eliminate the need to pull cross-county for evidence review in court. Access to Exhibits in real-time.**
Simplify FOIA Responses	EDP is currently fulfilling FOIA requests by sending necessary information to the requestor via email. If it is large, they will sometimes share through OneDrive which is not secure and has no way to see whether they have been opened / received.	NICE Justice will allow for items to be marked as "FOIA" and then easily shared out to the requestor with full tracking capabilities.	EDP / Legal Assistants	Free up email inbox and increase visibility relating to FOIA requests
Managing Retention policies	**Currently, 8th Circuit SAO is still working to manage their retention policies. With physical and digital case folders, this can be difficult to manage. Some cases are stored in perpetuity, and some can be purged after a set period of time. But determining and managing these polices takes man hours and attention – both of which SAO8 don't have. If it is not managed, storage costs continue to increase exponentially.**	**NICE Justice automates the long-term retention policies set in place by SAO8. Using Active and Archive storage tiers, NICE's retention engine can be customized per SAO8's guidelines.**	**All**	**Improved retention policies. Smarter management of evidence.**
Simplify Training new Attorneys and reduce attrition	When training new attorneys, discovery processes and how to find what you need to prosecute a case takes up a majority of the curriculum because there are so many nuances.	With NICE, training is easy and allows new attorneys to learn less systems/processes.	New Attorneys	Free up time in training to learn tactics to be better lawyers. Teach uniformity in systems and processes.

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Investment

Rapid Implementation for Immediate Impact

Short deployment timelines (3-6 months typical)

Technology Roadmap Agnostic – Seamless to add/change from one source system to another (e.g., RMS A to RMS B)

Low burden on IT to deploy

Consistent user experience with centralized management

Significant operational impact in a short period of time post deployment

Rapidly fill operational gaps

CJIS ready

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Delivery Approach

Enterprise Model

- Unlimited users within your agency
- Customer Success Manager
- First tier technical support for all end-user and service issues
- **No up-front costs**

Expertly Tailored Integrations to create a Single Point of Truth

- Connect to all source systems
- Automate case building
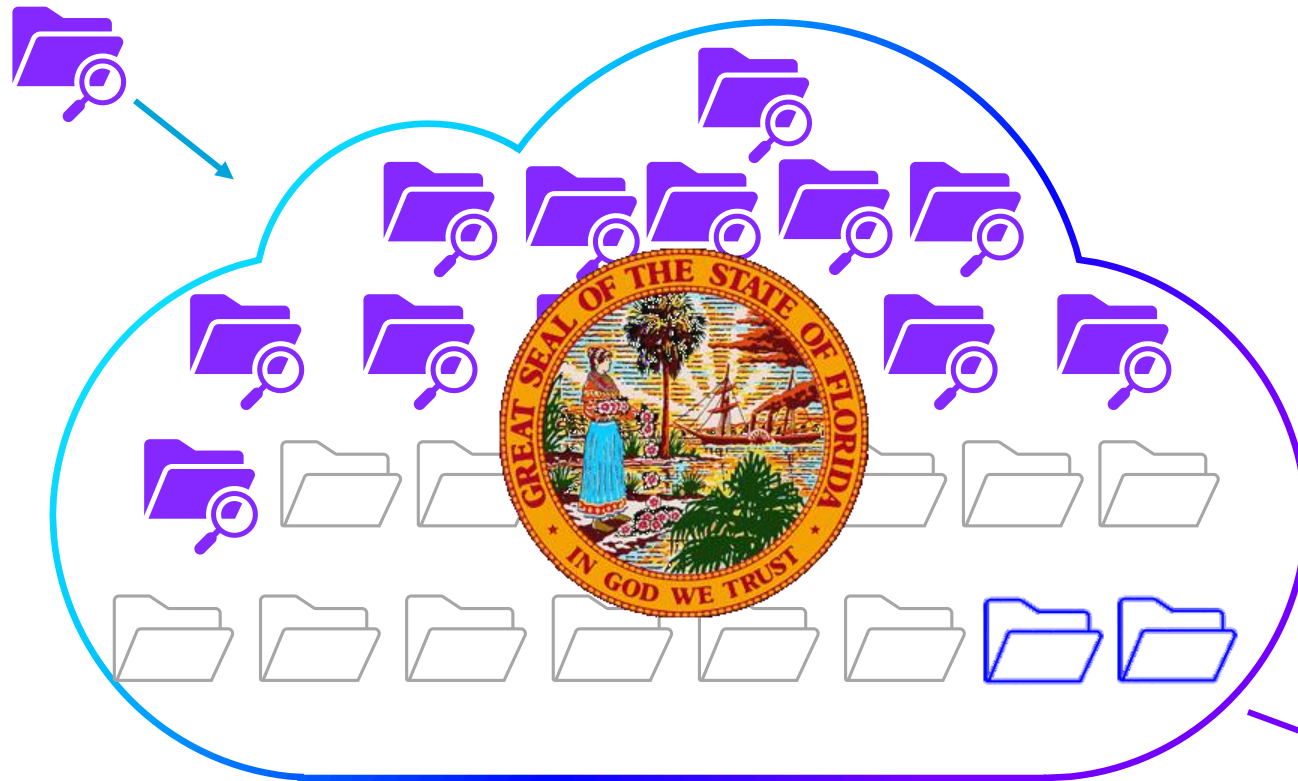
Innovative Tools available for all

- Unlimited Storage for all Digital Evidence
- Unlimited Transcription
- Unlimited Video/Audio Codec Conversion
- Media Processing Tools
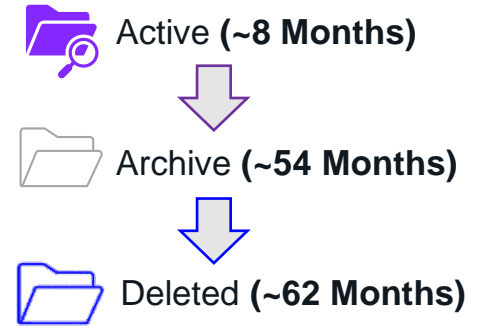- Sharing Portals

Pricing is based on Case Lifecycles

- Cases created per year
- Case retention rules for:
  - Active Cases
  - Archive Cases
  - Deleted Cases

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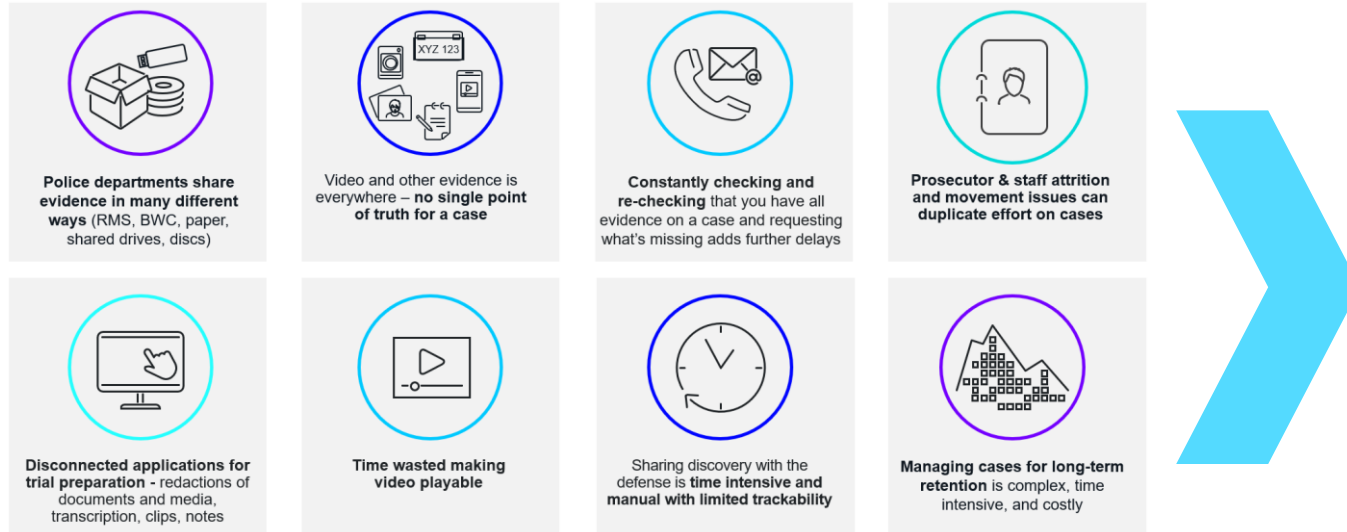# NICE Justice: Custodian of Record for Long Term Retention

Pricing is based on **Case Lifecycles**:

- Cases created per year
- Case retention rules for:
  - Active Cases
  - Archive Cases
  - Deleted Cases

Active **(~8 Months)**

Archive **(~54 Months)**

Deleted **(~62 Months)**

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NICE Justice Investment [1yr]

SaaS Fee Includes:

✓ Unlimited geo-redundant storage for all digital evidence
✓ Unlimited auto transcription – all video/audio will be transcribed upon ingestion
✓ Advanced evidence redaction tools
✓ Integration to Active Directory, Case Management, and key subsystems
✓ On-Site Training: 2 days with end users
✓ Set up and configuration of system for go-live

NICE Justice Investment Summary	
Active Cases	18,500
Inactive Archive Cases	0
Up-front Cost	**$0**
1 Year Commitment SaaS Fee, due upon Go-Live	**$105,935**

Project Assumptions:

- 18,500 new cases created per year
- Ingesting 0 historical cases
- Cases Stay Active for 8 months (average)
- Cases remain in the system on average for 54 months before being permanently removed *(unless otherwise marked)*
- Keeping 17% of Felony cases indefinitely
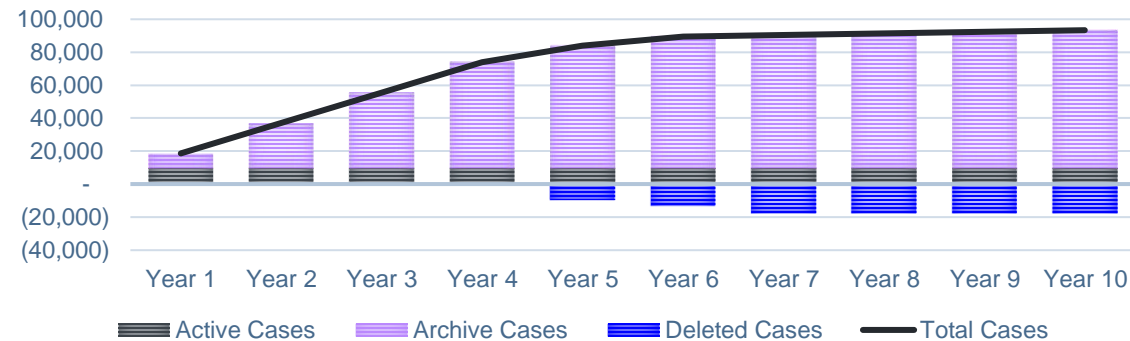
NICE Justice Investment [3yr Discount]

	Year 1	Year 2	Year 3
Historical Case Import	0		
Active Cases	9,867	9,867	9,867
Archived Cases	8,633	27,133	45,633
Deleted Cases	-	-	-
Total Managed Cases	**18,500**	**37,000**	**55,500**
1 YR Commitment	**$105,935**	$137,308	$174,308
3 YR Commitment	**$95,341**	**$123,577**	**$156,877**

Project Assumptions:

- **5,550 Felony and 12,950 Misdemeanor new cases created per year**
- **Ingesting 0 historical cases**
- **Felony Cases Stay Active for 12 months (average)**
- **Misdemeanor Cases Stay Active for 4 months (average)**
- **Felony Cases remain in the system on average for 60 months before being permanently removed**
  - ***17% of cases will be retained forever (felonies and DV)***
- **Misdemeanor Cases remain in the system on average for 48 months before being permanently removed**
- **Includes integrations to STAC CMS, FTP Site, Evidence.com, Watchguard, Public Defender STAC**
- *Customer to provide one or more Virtual Machine (VM)'s for NICE to install its Data Source Gateway (DSG) appliance, provide NICE with necessary database, network and firewall access to connected sources and allow NICE remote access for installation, maintenance and health checks to the DSG VM*

PROJECTED CASE VOLUMES

Active Cases   Archive Cases   Deleted Cases   Total Cases

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THANK YOU

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