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Kevin Hicks
IT Analyst
Newport News Police Department

Newport News Police Department wanted to upgrade its mobile devices. It deployed Fujitsu tablets to 143 police vehicles making officers more productive and efficient.

At a glance

Country: USA
Industry: Public Sector
Founded: 1896
Employees: 590
Website: www.nnva.gov

Challenge

Newport News Police Department's aging in-car devices were prone to failure, expensive and slow. It wanted to upgrade its mobile devices to provide better performance at lower costs with added functionality.

Solution

After a lengthy evaluation process the organization chose to deploy Fujitsu STYLISTIC® Q704 tablets to 143 police vehicles. More recently, NNPD has upgraded to the Fujitsu STYLISTIC Q775.

Benefit

- Officers have the same computing functionality on the road as in the office, making them more productive and efficient
- Fujitsu tablets cost half the price of the previous devices, saving money in a time of limited budgets
- Officers have the tools they need on the road so less time is spent in the office, meaning an increased police visibility on the streets for better public confidence
- Fujitsu devices are robust and reliable

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Customer

The City of Newport News is located on the southeast side of the Virginia Peninsula encompassing 69 square miles. At its widest point, the city is only seven miles wide. With a diverse population of over 180,700, it is home to a large number of military personnel due to the close proximity of installations for every branch of the services. Newport News Police Department (NNPD), a nationally accredited law enforcement agency, has 440 sworn officers and 153 non-sworn personnel making it the fourth largest municipal police department in Virginia.

Products and services

- FUJITSU Tablet STYLISTIC® Q704
- FUJITSU Tablet STYLISTIC® Q775

Challenge

NNPD relies on in-car mobile data devices to equip its officers with the tools they need when on patrol. However, of the 231 computers in use in the field, 143 were over eight years' old, making them slow and prone to failure. The organization needed to update its fleet with more modern devices.

"The old machines caused a lot of frustration in the field and led to many officers not using them at all," explains Kevin Hicks, IT Analyst, Newport News Police Department. "We wanted to deploy new tablets that would be more robust, more portable, faster, and easier to use."

NNPD drew up a comprehensive criteria matrix, including must-haves such as internal Verizon 4G connectivity, GPS tracking, Microsoft® Windows® 7, Intel® Core™ i7 processor speed and price. It also wanted the new devices to work in both a vehicular and office environment using a desk dock. Following an eight-month evaluation process focused on these values, the organization selected the Fujitsu STYLISTIC Q704 tablet.

"Fujitsu had the edge in terms of performance, functionality and cost, as well as Verizon-certified 4G connectivity," adds Hicks. "It also answered our questions and addressed our concerns in a way that other vendors didn't. That demonstrated its willingness to partner with us rather than just ship some units."

Solution

The Fujitsu STYLISTIC Q704 tablet offers a 31.8cm full HD display with pen and touch input and 4th generation Intel® Core™ i7 processor with Intel® vPro™ technology to ensure highest performance. A semi-ruggedized design can withstand the rigor of the road while two different dockable keyboards allow NNPD to convert the tablet into a 2-in-1. More recently, NNPD has upgraded to the Fujitsu STYLISTIC Q775 tablet, which adds a palm vein sensor and PalmSecure® technology for unrivalled security, as well as a backlit keyboard.

"We started with a ten device pilot that enabled our officers to come back with questions and suggestions which we could incorporate in the full roll-out," says Hicks. "It also allowed us time to stress test the devices; for example, we ensured that the tablets would still operate in temperatures of 10 degrees up to a scorching 141 degrees."

NNPD then rolled out the initial 143 tablets, which it imaged in-house with Microsoft Windows 7 Enterprise and applications from such suppliers as Microsoft, Intergraph® and Citrix®. This process took 30 minutes and each officer also had a two-hour training session on receiving the machine.

"We have equipped one of our three precincts so far and hope to have them all converted by the end of the year," continues Hicks. "We are also looking at extending the program to the K-9 division and marine units."

Benefit

Officers now have the same computing functionality on the road as in the office, making them more productive and efficient. For example, they can enter incident and arrest reports while on the beat and automatically update the records management system from the vehicle instead of driving back to the station. That means more visible police out on the streets, giving the public confidence.

"The increased processing power gives our officers more powerful tools, such as the ability to instantaneously run a license so they can identify stolen vehicles, wanted persons, and dangerous drivers," comments Hicks. "The Fujitsu devices are also very robust – in the two years we have been using them we have had only one failure."

Cost also plays a critical role; compared to the device previously in use, the Fujitsu STYLISTIC is half the price. That makes it significantly easier to justify the expense to City Hall and the public in a time of limited budgets.

"Our goal is to standardize on one platform across the entire organization, making support and management easier," remarks Hicks. "Furthermore, other departments have been very interested in the Fujitsu STYLISTIC tablet. The Fire Department, Sheriffs Office, Parks and Recreation, Engineering, as well as three other nearby police forces have all visited and been impressed by the performance and functionality the tablets offer."

NNPD is delighted with its initial Fujitsu STYLISTIC deployment and is set to convert another 83 vehicles by year's end. This will help with its ultimate aim of going entirely paperless in the next few years.

"Fujitsu has transformed how our officers work in the office and in the field, giving them the tools they need to perform the best public service. We are looking forward to extending the use of these lightweight, stylish and high-performing tablets to the rest of our staff.

Fujitsu beats other vendors hands down; if we have a question we get a response within 24 hours. When we needed a smaller tablet for our motorcycle units, Fujitsu supplied a tablet for evaluation within days at no cost," concludes Hicks.

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