

# Mexican Law Enforcement Organization Uses BlackBerry Solution to Help Improve Crime Reporting and Public Safety

## BlackBerry Customer Success Story



PROCURADURÍA  
GENERAL DE JUSTICIA  
DEL DISTRITO FEDERAL

Procuraduría General de Justicia del Distrito Federal, the Office of the Attorney General of the Federal District of Mexico City (“PGJDF”) is responsible for law enforcement, safety and the protection of Mexico City’s residents. They are also on the frontline to assist the community when a criminal act occurs. PGJDF has approximately 126 offices and a police force consisting of public ministries, investigative agents and experts in crime.

### The Challenge

PGJDF wanted to simplify the process of filing a criminal complaint for the citizens of Mexico City, one of the most populated cities in the world. Citizens often didn’t file a claim or criminal complaint because of the time it took to drive through traffic-congested streets to the nearest agency of the public ministry, and then wait in line to start the lengthy process.

“If citizens wanted to make a complaint, or initiate a proceeding, they had to go from one agency to another, where they waited for hours,” said Ulises Lopez Perez, IT Director for PGJDF. “And often, they found that the agent on duty was busy investigating another, more serious case. Citizens often were unhappy and complained about the service they received.”

PGJDF was looking for a way to make its internal processes more accessible and efficient; providing a timely service that would allow them to get closer to Mexico City’s citizens. Office staff had to input every complaint into the system through a manual process that was labor-intensive and prone to data entry errors.

Another problem was that people didn’t know where to ask for information if a family member was arrested. “Citizens wasted a lot

### Industry:

Government

### Region:

Latin America

### Company Size:

Large Enterprise – 13,900 employees

### Solution:

- PGJDF application by TR3SCO
- BlackBerry® Enterprise Server
- BlackBerry® smartphones

of time finding someone who had been arrested, and invested resources going from one agency to another looking for information,” said Lopez.

### The Solution

The PGJDF app was developed by TR3SCO for BlackBerry smartphones to help maximize processing speeds and simplify the approach to reporting crime or accessing information. The app is downloaded free from the BlackBerry® World™ storefront. The app allows any resident of Mexico City to report the loss of documents, such as a driver’s license, or valuable objects. It helps them locate-the whereabouts and status of an arrested family member. They can also file complaint about an illegal act and even consult an up-to-date directory of PGJDF officials.

“Citizens can use their BlackBerry smartphones to quickly and easily start legal processes,” said Rodolfo Fernando Rios Garza, Attorney General of the Federal District (Mexico City).

Once the app is downloaded, users select from several menu options:

- MP Virtual accesses a virtual Attorney General’s office. Users fill out a digital form to file a complaint, provide personal contact

### Key Benefits:

- Helps speed up the process of filing complaints or reporting criminal acts
- Improves the efficiency of internal government processes and services to citizens
- Enhances the confidence of citizens in the law enforcement institution
- Makes it easier to find officials
- Provides a more modern and efficient organization

“We wanted the public to feel safer and to put more trust in our agency, and we think that we’ve achieved this. We’re very proud to have worked with BlackBerry and to be leaders in providing mobile solutions like this to our citizens.”

~ Rodolfo Fernando Rios Garza  
Attorney General of the Federal District of Mexico City (PGJDF)

information and answer questions related to the complaint. Immediately after sending the data, the user receives a confirmation email with a case number that can be used for future reference.

- MP Transparente offers a transparent Attorney General’s office. Users can search for someone who has been arrested or detained. They simply enter the person’s age, name or surname, and the app gives them information, such as where that person is being held, the prosecutor’s name and phone number, and a map to get to the location.
- Directory of Officials offers a list of government officials that people can either call or email directly for help. “It’s a great advancement that the authorities have implemented this kind of technological modernization to help the public,” said Alejandro Quintana Osuna, CEO of TR3SCO.

Behind the scenes, PGJDF installed a BlackBerry® Enterprise Server. PGJDF was impressed with the security of the solution and the ability to protect data on lost devices, especially in a city as populated as Mexico City. The company also likes the reliability and versatility of the BlackBerry Enterprise Server.

### PGJDF’s Benefits

The mobile application has helped PGJDF make the complaints process faster and more convenient for citizens. It’s given the public

a valuable information tool that’s available around the clock, when it’s needed.

“Many people have commented to me about the pleasant experience of being able to report the loss of their documents in just few minutes, from the convenience of their BlackBerry smartphones,” said Rios. “Since we launched our BlackBerry solution, the app has been downloaded nearly 10,000 times.”

In addition, the Attorney General’s office has cut down on paper use and reduced unnecessary travel expenses for citizens, who no longer have to go from agency to agency to file a complaint. The BlackBerry solution has also helped PGJDF streamline its internal processes and increase its capacity to handle criminal complaints from citizens.

“We highly recommend the BlackBerry solution,” said Rios. “We wanted the public to feel safer and to put more trust in our agency, and we think that we’ve achieved this. We’re very proud to have worked with BlackBerry and to be leaders in providing mobile solutions like this to our citizens.”

Given the success of the mobile solution, PGJDF plans to add two new features to the app soon: Anonymous Complaints, and RAPI, which is a registry of vehicles acquired illegally.

[www.blackberry.com/go/success](http://www.blackberry.com/go/success)



Results specific to Procuraduría General de Justicia del Distrito Federal and may not be typical. This material, including all material incorporated by reference herein or made available by hyperlink, is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation or warranty of any kind by BlackBerry and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors or omissions in this material and shall not be liable for any type of damages related to this material or its use, or performance, or non-performance of any software, hardware, service, or any references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party web sites (collectively the "Third Party Products and Services"). When you subscribe to Third Party Products and Services you accept that: 1. It is your sole responsibility to: (a) ensure that your airtime service provider will support all features; (b) identify and acquire all required intellectual property licences prior to installation or use and to comply with the terms of such licences; 2. BlackBerry makes no representation, warranty or guarantee and assumes no liability whatsoever in relation to Third Party Products or Services. The limitations and exclusions herein shall apply irrespective of the nature of the cause of action and in no event shall any director, employee, agent, distributor, supplier or independent contractor of RIM have any liability related to the material. © 2013 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion® and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world.