

# BlackBerry Customer Success Story

## BlackBerry Smartphones Report for Duty to Help Brazilian Police Force Protect its Community



Secretaria de Segurança Pública do Estado da Bahia (SSP-BA), the department responsible for public safety in the State of Bahia in Brazil, is comprised of the Civil Police, focused on crime reduction and investigations, and the Military Police, charged with street patrol to prevent crime and maintain public safety.

**Industry:**  
Public Safety & Law Enforcement

**Region:**  
Latin America

**Company Size:**  
Large Organization – More than 500

**Email Platform:**  
Microsoft® Exchange

**Solution:**

- Police Mobility in Operations by Tecnew Informática Ltda.
- BlackBerry® Messenger (BBM™)

### The Challenge

Communication for police officers needs to be as fast and mobile as the emergency response service they provide. However, previously, the police force at the SSP-BA, did not have remote access to critical information such as suspect identification data, stolen vehicle records or car registrations while patrolling the streets. To access the SSP-BA's five databases, officers had to return to the station or contact the central office with two-way radios.

Officers investigating crime scenes had to record information collected in the field using pen and paper, and then had to travel back to the central station to input the data into the back-end system, or pass it along via two-way radio. This process was time consuming and susceptible to human error.

Another key concern was confidentiality. "Data security and protection of information are paramount to our police work, as any breaches in our system could leave us vulnerable," said Lieutenant João Alves, Security and Information Technology Manager of the Military Police of the SSP-BA.

Police officers also needed to be able to look up addresses and optimal routes to respond to emergency calls or provide back up to other officers without delays.

### The Solution

The SSP -BA armed its officers with approximately 600 BlackBerry® smartphones to help in its fight against crime. The department also deployed Police Mobility in Operations, a mobile application from Tecnew Informática Ltda., on the BlackBerry smartphone. The application is designed to provide mobile access to databases and back-end records systems and allows officers to access up-to-date information about people, vehicles, drivers and criminal backgrounds from their BlackBerry smartphones.

The application is integrated with the department's internal security systems and authenticates user logins on the BlackBerry smartphone, which helps meet a departmental requirement of rigorous built-in security measures.

Police officers also use the BlackBerry smartphone's email and SMS text capabilities to communicate with each other, and leverage the integrated GPS technology and the BlackBerry® Browser to access online mapping services to help find addresses and specific directions. This enables the central station to identify the exact location of crimes and complaints, as well as the whereabouts of officers and investigators on the field.

### Key Benefits:

- Mobile access to police databases
- Quicker GPS information related to officer locations
- Better communication between police officers
- More secure access to classified information

“The adoption of the BlackBerry solution has been wholly embraced by the Bahia police. The program has been so successful that officers patrolling the streets and investigating crimes would find it difficult to perform their job without their devices.”

~ Alan Evangelista, Civil Police Investigator and Technology Coordinator, SSP-BA

## SSP-BA Benefits

Having almost immediate access to the SSP-BA databases using their BlackBerry smartphones has helped place critical information into the hands of the police officers in Bahia. Also, being able to enter information collected at crime scenes directly into the mobile app, has helped to eliminate handwritten information and has reduced the amount of errors associated with manual input into the back-end system.

The BlackBerry solution helps to enable police officers to view a picture of a wanted criminal or identify a stolen car without having to wait for someone at the central station to confirm it for them. This helps increase the productivity of the police force.

Using the BlackBerry smartphone’s GPS technology allows the central office to quickly locate crime scenes or police officers on duty. It also helps officers on the streets find an address and get to locations faster and more efficiently – essential in public safety situations.

“Since the deployment of the BlackBerry solution early in 2010, we were able to run more than 53,000 background checks and verify more than 98,000 vehicles, leading to an increased number of vehicles recovered and the apprehension of 21 wanted criminals,” said Alves.

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Using BlackBerry smartphones has increased the amount of communication between police officers through BBM and SMS text messages, helping improve collaboration and communication between police officers on the streets.

The BlackBerry solution has been so effective that the SSP-BA is planning to double the number of devices available to both police forces, and is working with technology partners to add new functionalities such as the ability to map out crime trends within major cities, so the police can better plan deployment of officers to help prevent crimes from occurring.

“The adoption of the BlackBerry solution has been wholly embraced by the Bahia police,” said Alan Evangelista, Civil Police Investigator and Technology Coordinator of the SSP-BA. “The program has been so successful that officers patrolling the streets and investigating crimes would find it difficult to perform their job without their devices.”



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