Situational Awareness Management Solutions for Law Enforcement Agencies

Emergency Management
Resource Management
Incident Response
Interoperability
Preparedness

TransGlobal Business Systems, Inc.
About Us

OUR PHILOSOPHY

Our management philosophy is client centric and solutions driven as it relates to law enforcement, public safety and emergency management response. By focusing on our customers’ specific needs, we provide products and solutions that are tailored toward ease of use, compliance with their business practices, and integration with their desired information technology architecture.

Typically, the systems, solutions and products are designed to facilitate decision support of the customers’ management environment. This is accomplished by the automation of information and data repositories to quickly retrieve pertinent archived data and the presenting of data in the form of shared intelligence.

We achieve customer satisfaction by first listening to our clients and identifying the needs. We also perform an environmental scan of the related industry to identify “best of breed” solutions and the industry’s best practices. Once identified, we support our clients in selecting the solutions and products that best fit their needs; taking into consideration improved efficiencies and cost savings for our clients.

OUR WORK

We have deployed the SAMS® & StarLight solutions and facilitated information sharing through a user-defined common operating picture (COP) in several high profile locations: Prince Georges County Police, Maryland State Police, Metropolitan Police Department, DC Homeland Security Emergency Management Agency, United States Park Police, U.S. Supreme Court, United States Capital Police and U.S. Secret Service.

We have obtained extensive insight into the operations of these public safety and law enforcement agencies. We have also engaged departments within the Department of Defense (DOD) such as the DOD Threat Assessment Department, DOD Force Protection unit and Border Patrol, and have been requested to supply pricing and implementation strategy. The overwhelming response to the SAMS® & StarLight solutions is confirmation and validation that we have created the long awaited tool that allows law enforcement, public safety and homeland defense stakeholders to read and operate from a common operating picture (COP).

We implemented the SAMS® & StarLight Situational Awareness tool at the intra-agency level and infused the tool into their standard operations practices and procedures. Examples of departments within law enforcement agencies that have benefited from the common operation picture that SAMS® provides are: Joint Operations Command and Control (JOCC), Command Information Center (CIC), Strategic Operations Center (SOC), Crime Analysis Department, Auto theft and WAVE unit, Special Operations Department (SOD), as well as Event Operations and Management, Virginia Fusion Center and Maryland Coordination and Analysis Center for Crime (MCAC).

Our Background

TransGlobal Business Systems was incorporated in 1992 by Sharon Walcott (CEO) and Mark Walcott (President) to offer commercial off-the-shelf applications and solutions to the public and private sectors. For 18 years TransGlobal has been applying situational awareness solutions to public safety to provide intelligence-led policing.

We present an experienced range of professional services including commercial off-the-shelf applications for situational awareness, suspicious activity reporting and incident management, as well as conference management, and print and online communications. We have an exceptional reputation for providing quality software solutions to state, local, and federal governments, as well as private sector companies.

In 2007, we received the Outstanding Service Industry Award from the Prince George’s County Small Business Initiatives Office and in 2010 TransGlobal was chosen as a finalist for the 2010 State of Maryland’s Incubator Company of the Year Award.

We are Minority Business Enterprise and Disadvantage Business Enterprise certified by the State of Maryland as well as several other states, counties, and organizations.
Real-time Preparedness

Preparedness is vital not only from a planning but also from a visual-awareness perspective. Prior to any incident, it is important to not only study the impact area, but also those areas outside of the impact area that can readily aid and assist within a certain timeframe. These areas outside of the impact area need to be recorded, tracked, managed and coordinated in addition to the Incident area to ensure successful incident resolution support.

SAMS & StarLight

Provides the following (local, regional and national) tracking features via a common operating picture:

- Real-time CCTV feed capability
- Real-time remote Field Observations reporting
- Real-time Suspicious Activity Reporting
- Points of Interest
- Persons/Organizations of Interest
- GPS and AVL
  - Tracking of persons
  - Tracking of vehicles
  - Tracking of assets

All of these tracking and mapping features are presented to the user via geo-spatial mapping.

THE COMPLETE REAL-TIME SOLUTION

Emergency Management and Incident Response requires a comprehensive approach that can provide a common operating picture with real-time situational awareness. A Common Operating picture coupled with a Data Fusion Center permits us:

- To be cognizant of potential incidents, hazards, and impacts regardless of the size, location and/or complexity
- To facilitate efficient coordination between public and private entities during the incident management
- To formalize the operating plan within a common distributable and collaborative standard

Having visual-awareness while tracking and protecting points-of-interest and persons of interest in real-time provides any fusion center with a tactical approach that is pro-active based on incoming real-time data and reactive based on analysis of historical data.

TransGlobal’s SAMS & StarLight solutions can play a critical role in achieving and coordinating the following National Incident Management System component requirements:

- Preparedness
- Communication and Information Management
- Resource Management
- Command and Management
- Ongoing Management and Maintenance

A COMMON OPERATING PICTURE & INTEROPERABILITY

Coordination of multiple jurisdictional agencies (public health, public works, and law enforcement) and private companies and/or entities requires efficient communication and sharing of relevant data in order to achieve reliable and consistent incident response.

TransGlobal’s SAMS & StarLight offers a geo-spatially driven common operating picture allowing for real-time inputs and updates from the field, while at the same time providing outgoing communication updates and commands to the field. The ability to interface with disparate data from multiple sources and map them geo-spatially ensures that both the command center and responders have the same visual situational awareness through real-time:

- Notification and mapping of incidents and Suspicious Activity Reporting (SAR) as they are reported
- Intranet based email system
- Tactical discussion board for idea sharing and discussion
- Hot Spot identification and vulnerability analysis
- Internal news broadcast
- Video communications
- Bulletin broadcast for command center updates

Data collaboration and communication are the key components of any coordination effort and should be available to both the Command Center and Field Observers for contingency planning purposes.
COMMAND & RESOURCE MANAGEMENT

Command and resource management is achieved through:

- The blending of data collaboration from disparate sources
- Analysis of data
- Effective and efficient deployment

TransGlobal SAMS & StarLight applies the above methodology in our Event Operations Management Module in addition to:

- After-action report providing summary analysis on incident response data captured during the incident response and recovery phases
- Ability to share analysis tools with ground based units providing autonomy in contingency planning
- Enables creation and storage of online strategic plans, planned vs. actual performance tracking and a replay of daily incidents for post-operation analysis
- KPMs – performance management tool providing the capability to generate on-demand analytical reports within seconds using the metrics captured by the system
- Resource Management – provides the capability to load and track the inventory of all operational units manually and/or automatically
- Event Timeline Monitor – provides a running timeline of all unit movements over the course of an event

TransGlobal’s SAMS & StarLight assists in the on-going maintenance of the Incident Management through its value added capabilities in focusing on data retention and last but not least its ease of use and intuitive user interface; there is no steep learning curve.

SYSTEM REQUIREMENTS

Operating system requirements include MS Server 2003 or higher and Windows XP service pack 2 or later. Server hardware requirements include quad core server processor, 4 GB server RAM, approximately 350 MB of server hard disk space. Client hardware requirements include 600 MHz Pentium III compatible or faster processor, 3 GB client RAM, and approximately 20 MB client hard disk space.

TRAINING

TransGlobal subject matter experts conduct training through a “train-the-trainer” program. This allows the TransGlobal trainers to focus on more one-on-one training with the staff that will be training and supporting the actual end-users. The client staff will be trained to instruct all current and future personnel on the system.

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