February 07, 2011

News Release

*For Immediate Release*

**Police Now Using Niche Records Management**

The Springfield Police Department is the first US municipal agency to go live with Niche Records Management System (Niche RMS), used by over 75,000 police officers in Canada, the UK and Australia. SPD went live on schedule with the full Niche RMS plus mobile capability on January 31st, 2011.

In preparation for the implementation, SPD appointed a project team, led by Police Services Administrator Sherry Royal, made up of 21 members including officers, technicians, data administrators, investigators and analysts. The project team trained over 350 SPD employees on the Niche system prior to go-live, and all officers are now using the system. The go-live process received support at every level of the department, from the top down.

"We are very excited about the abilities of Niche. It's tied directly to our dispatching software, it combines all of our various data bases, and increases the potential to exchange and share information with other agencies," said Chief Paul Williams.

Niche RMS replaces two SPD legacy systems, Tiburon RMS and Mobile, and brings new capabilities to the department as well as the promise of increased efficiency and the potential to share information between other RMS users.

"We are very pleased to have been selected by Springfield to provide them with a new operational policing system. They are our first municipal police department customer in the US and their vision for improving policing using Niche RMS will, we believe, provide a benchmark for other US police agencies," says Niche's Director of Operations, John James.

SPD will use Niche RMS to help eliminate duplicate entry of information, streamline report entry by officers in the cars, and make much more information available to everyone both in police stations and in the field. SPD selected Niche after learning about Ontario (Canada)'s 43 agency OPTIC data-sharing cooperative, the rich functionality to support operational policing, as well as its proven implementation model.

Media Contact: PAO Matt Brown, 864-178, Lt. Kirk Manlove, 864-1722, or Sherry Royal, Project Mgr., 864-1703/1814
Release authorized by: Lt. Kirk Manlove
Springfield Police Department

Headquarters: 321 E. Chestnut Expy., Springfield, MO 65802
South District Station: 2620 W. Battlefield Rd., Springfield, MO 65807
417-864-1810