

SUCCESS STORY

ADA COUNTY SHERIFF'S DEPARTMENT



ADA County Prepares for Future with Rugged Tablet Platforms

Faster, lighter mobility solution makes for more productive, satisfied deputies

The Ada County Sheriff's Office is the largest law enforcement agency in Idaho with 655 employees. The department employs over 155 deputies who serve unincorporated Ada County and the cities of Eagle, Kuna and Star. Ada County Sheriff's employees also manage and staff the 1,217-bed Ada County Jail, run the county-wide 911 emergency dispatch center and fulfill a variety of other duties. Overall, the Sheriff's Office protects 1,164 square miles of land and patrols more than 2,124 miles of roads in Ada County.

Challenge

An antiquated mobile computing system causing headaches throughout the organization

Before Ada County started looking for a replacement solution, they spent significant time defining the workflows the devices would need to support currently and in the future. In addition to meeting Criminal Justice Information System (CJIS) requirements, Ada County determined the devices should be easy to carry and dock and feature a Microsoft® Windows® operating system, network connectivity, a high level of data processing power, the ability to view maps and route to scenes, and the ability to take and share photos from the field.

Additionally, Ada County looked at some consumer tablets. However, they wanted to support business initiatives for at least the next three years and recognized that consumer tablets would not support their workflows or have a cost effective product lifecycle. The department then looked at several enterprise-focused rugged tablet options, however initially found them to be too heavy and bulky.



SUMMARY



Customer

Ada County Sheriff's Department
Ada County, Idaho

Industry

Public Safety – Law Enforcement

Challenge

An Antiquated Mobile Computing System Causing Headaches Throughout the Organization

Solution

Zebra Tablets and In-Vehicle Solutions

Results

- Lowered Costs
- Increased Productivity
- Streamlined Workflows and Happier Deputies

Solution

Zebra tablets and in-vehicle solutions

“Our Emergency Communications Bureau introduced us to Zebra tablets,” said Proctor. “I can honestly say it was love at first sight. The Zebra rugged tablets met all of our requirements and then some. Our deputies particularly loved the handle and integrated RFID scanners.” Ada County deployed the 10.1” hard handle tablets and accompanying in-vehicle docking solutions throughout their fleet. In addition to the RFID reader, barcode scanner and handle, the tablets feature an integrated camera, a professional-grade Windows OS and network connectivity. The rugged tablets also meet all Criminal Justice Information System (CJIS) requirements in the vehicle. The in-vehicle docking system takes up minimal space in the vehicle and easily locks and unlocks for added security and portability.

Results

Lowered costs, increased productivity, streamlined workflows and happier deputies

Ada County Sheriff's Office has streamlined operations, increased productivity and lowered costs by deploying Zebra rugged tablets and the in-vehicle solution. The tablets have eliminated the need for other devices, making life easier and more productive for the deputies. Another decision point in their selection is that Ada County knows going forward that they won't incur any additional costs for changing docks or other accessories when they upgrade tablets. The product stability improves TCO.

“Before the Zebra tablets, we received complaints daily on poor laptop performance and slow connectivity,” said Proctor. “Now, we don't hear a word, which is a good thing. When we do ask for feedback, it is positive. It is a night and day difference. Deputy productivity has improved, not to mention their work satisfaction. Deputies are faced with many challenges; however, worrying about their computer functioning correctly and having information readily available should not be one of them.”

“It was evident we needed to do something about our mobile computing situation. We wanted to make sure we did the right thing –for today's needs and our future needs.”

Kelsey Proctor
Business Systems
Supervisor, Ada County



SUCCESS STORY

ADA COUNTY SHERIFF'S DEPARTMENT

What's Next

Ada County is so pleased with the Zebra rugged tablets, in-vehicle docks and desktop mounts they plan to look at other areas where the agency can use the the 10.1" hard handle rugged tablet platform to streamline processes. For example, there exists a possibility of introducing this rugged tablet form factor in the jail – allowing detention deputies and health services staff to perform wellness checks and other mobile work more easily by taking their “desktop” with them. Ada County is also interested in deploying the 12.5" Zebra XSLATE R12 rugged tablet platform for their detectives. These officers spend time in the office, in the field and at the courthouse, so having a mobile desktop is ideal.



For more information on Zebra Tablets and In-Vehicle solutions,
visit www.zebra.com/tablets



NA and Corporate Headquarters
+1 800 423 0442
inquiry4@zebra.com

Asia-Pacific Headquarters
+65 6858 0722
contact.apac@zebra.com

EMEA Headquarters
zebra.com/locations
contact.emea@zebra.com

Latin America Headquarters
+1 847 955 2283
la.contactme@zebra.com

ZEBRA and the stylized Zebra head are trademarks of ZIH Corp, registered in many jurisdictions worldwide. All other trademarks are the property of their respective owners. ©2018 ZIH Corp and/or its affiliates. All rights reserved. Part number: ADA-SUCCESS-STORY 10/22/2018