



For Immediate Release  
 Tuesday, June 28, 2011

## US State Police Agencies Choosing Niche As Records Management System

WORLD'S LEADING POLICE INFORMATION MANAGEMENT SYSTEM SEEN AS IDEAL FOR STATE-WIDE OPERATIONS

**WINNIPEG, CANADA:** In the last year and a half, three state police agencies - Alaska, Missouri and Oregon - have selected the Niche Records Management System (RMS) to lead them into a new era of streamlined, effective records management. The commercial off-the-shelf (COTS) Niche RMS is produced by Niche Technology Inc., a company dedicated to operational policing software, serving police agencies on three continents.

The diversity between the three US states in terms of size, needs and location highlights the broad capacity of Niche RMS to serve police officers in a wide variety of settings. The RMS is turning out to be ideal for statewide operations, with forces spread across wide geographic locations and circumstances. In particular, it allows officers access to the system, on- or off-line, wherever they are.

Oregon, the most recent agency to choose Niche, has 700 sworn state troopers who will use the system in the state that includes Portland, the state's largest city and the 30th largest U.S. city. Including Portland's population, over 2.2 million people live in the metropolitan area.

Alaska, by far the largest state in the union by area, with a landmass 2.5 times the size of Texas and 1/5 the size of the "lower 48 states" combined, will see Niche RMS make data available to state troopers working in remote rural areas and challenging geography.

Missouri's State Highway Patrol (MSHP) has selected Niche to serve a major IT systems modernization project known as the "Missouri Criminal Justice Modernization Project" (MCJMP).

The three states combined will see 2,272 officers using Niche RMS to manage a wide array of business processes in station and on patrol.

Niche agencies use the single, unified operational policing information system for storing and processing all operational police information, allowing them to achieve end-to-end management of incidents and crimes from the initial report through investigation and crime management to prisoner booking and criminal case files.

Niche RMS is the most widely used operational policing system worldwide and offers users many benefits, including helping to eliminate inefficiencies, introduce new ways of doing business, enabling existing processes to be reengineered and become more effective. A commercial-off-the-shelf (COTS) product, Niche RMS offers the added benefit of continuous functional and technical enhancements and development that are included in annual support and maintenance fees reducing the long term cost of system ownership.

Missouri specifically sought COTS products so that participants in the statewide upgrade could be confident they would be appropriate for each agency without the need for system customization.

For more information on the three state police agencies deploying Niche RMS, please see the original press releases, attached.

### ABOUT NICHE TECHNOLOGY AND NICHE RMS

Niche Technology is a privately owned company incorporated in Canada and the UK, specializing in law enforcement software. Niche Records Management System (Niche RMS) is used by more than 75,000 sworn officers worldwide, and current implementation projects will see that number rise to nearly 100,000. The system is being used to create efficiencies and improve performance across a range of operational policing functions. Niche RMS is currently used by over 50% of Canadian police officers; 27% of UK police officers in 12 forces; 20% of Australia's police officers and is now in production use in the US. 8 of the 25 largest police services in the English-speaking world have selected Niche RMS as their core operational police system. For more information, go to [www.nicherms.com](http://www.nicherms.com).

For interviews with Niche Technology and John James, please contact Paul Sullivan of BreakThrough Communications at 1-604-685-4742.



For Immediate Release  
Friday, June 17, 2011

## Oregon Becomes Fifth US Police Agency to Select Niche RMS

Salem, Oregon: Oregon State Police (OSP) has selected Niche Technology to provide its new Records Management System (RMS), becoming the fifth US agency to do so.

Oregon State Police joins Springfield, Missouri Police Department, Missouri State Highway Patrol, the US Department of the Interior, and Alaska's Department of Public Safety in adopting the world's leading police information management system.

"It's time for Oregon State Police to enjoy the benefits of technology that has been available for many years, helping to improve officer safety and investigations while making significant improvements to our business procedures," says OSP Superintendent Chris Brown.

Over 700 sworn state troopers will use the system, and all sworn and essential non-sworn OSP employees will receive extensive training in the Niche RMS.

The new Niche system is part of a series of OSP technology and business transformations falling under the agency's "Integrated Business Operations and Technology Transformation" (IBOTT) Program. Key team members supporting the Niche project include Chief Information Officer Albert Gauthier and Committee Chair Major Maureen Bedell.

"When thinking about how technological advancements have changed the way we work, we can envision exciting improvements that will make us a better organization and public safety partner," says Major Bedell.

OSP intends to capitalize on all aspects of the Niche RMS system, especially data analysis, reporting and intelligence gathering,

and anticipates go-live by September 2012. Benefits OSP expects to see from the new system include safer and better informed troopers as well as more secure and reliable information systems.

The system will streamline the flow of information throughout the department and allow it to connect to other public safety information systems. For instance, dispatch centers will have quicker access to information, with the ability to exchange information within the system and other agency systems. Niche RMS will also enhance the functionality of the newly formed Central Records Section that recently consolidated staff and processes from major divisions into a section dedicated to managing law enforcement records.

Covering an area of 98,000 square miles, the State of Oregon has a population of just over 3.8 million, a 12% increase since 2000 (projected to increase 41 percent to over 4.8 million by 2030). OSP General Headquarters is located in the state's capital, Salem. The state's largest city and the 30th largest U.S. city, Portland, is the most populous with a population of 582,130. Including Portland's population, over 2.2 million people live in the metropolitan area.

The Oregon State Police is a full-service public safety agency providing diverse services to the citizens of Oregon. The mission of more than 700 sworn troopers, with the assistance of nearly 500 non-sworn staff employees, is to enhance livability and safety by protecting the people, property, and natural resources of their state through the enforcement of Oregon's laws and the assistance to local law enforcement agencies.



For Immediate Release  
Monday, August 2, 2010

## Alaska Selects Niche to Manage Critical Law Enforcement Information

**ANCHORAGE, ALASKA:** Alaska, the largest state in the US, has selected Niche Record Management System (RMS) to manage its state law enforcement information. The agency is Alaska's Department of Public Safety (DPS), provider of police and other public safety services throughout the state through the Division of Alaska State Troopers (AST), the Division of Alaska Wildlife Troopers (AWT) and the Division of Fire & Life Safety (FLS).

Alaska is by far the largest US state - a landmass 2.5 times the size of Texas and 1/5 the size of the "lower 48 states" combined. Its challenging frontier geography and limited road infrastructure means much of the state is accessible only by aircraft, ATV, or boat in the summer, dogsled and snow machine in the winter. While Alaska is big, its population is small and spread out; about 40% of the state's population of 698,473 lives in the city of Anchorage, with the remainder spread across vast distances within the state.

One of nine bidders for the Alaska contract, Niche won out as the only system capable of meeting requirements critical to Alaska's unique challenges including poor connectivity in many areas of the state. In many areas, bandwidth is highly limited and unreliable. Officers must be able to conduct incident reporting work on standalone, disconnected computers on a patrol vessel in the middle of the Bering Sea, or when investigating a crime in a remote area such as a rural cabin or illegal wildlife kill site. In order to win the contract, Niche successfully demonstrated that its RMS works under all these conditions.

Says AST Director Colonel Audie Holloway, "With Niche, AST will be able to offer assistance to smaller agencies right down to the rural village level. Agencies will be able to share much more information, speak with a common language, use common training, and provide a useful tool to partners that would likely not otherwise see this type of opportunity for years to come."

AST has 521 officers and staff, and provides police services in most areas except communities that have their own local police departments; however, AST also provides a number of services within those as well, such as search and rescue, major crime investigation, and court services. AWT has 174 officers and staff, and provides enforcement of fish and game laws statewide.

According to Colonel Holloway, "AST is unique regarding the size of the area of our responsibility and jurisdiction and the challenges are great. We saw that Niche had faced these same challenges in several large Commonwealth countries and provided a successful product. Niche also seemed to be very willing to listen to and understand the issues faced by AST."

The previous Alaska DPS reporting system was paper-based, with an indexing system that is part of a larger mainframe application called the Alaska Public Safety Information Network (APSIN) that also serves as the statewide criminal justice information system. The RMS will replace the current indexing system part of APSIN and, more importantly, will replace the current paper incident reporting system.

"We are looking forward to providing our personnel with a modern RMS," says Colonel Holloway. "Most of us can't even imagine at this point just how much it will improve our ability to accomplish our mission at all levels within the organization."

Alaska DPS plans to roll out the complete RMS in phases based on regions and functions. A project manager and core project team of 11 employees with a broad spectrum of field experience and expertise are working on plans for the rollout; in addition, a team of IT personnel is preparing for implementation of the RMS within the state's IT infrastructure. Initial core team training was conducted July 12-21, 2010 with full deployment across the state anticipated during the first quarter of 2012.



For Immediate Release  
Sunday, September 27, 2009

## Missouri State Highway Patrol Selects Niche Technology Inc.

Missouri State Highway Patrol (MSHP) has announced that it will work with Winnipeg's Niche Technology Inc. on what is being called one of the most significant updates to Missouri's police agency in its history: a major IT systems modernization project. The project will see MSHP undertake five major system upgrades simultaneously, including implementation of Niche's Records Management System (RMS).

The contract with Missouri is equally historic for Niche, as Missouri is their first US customer.

"We are especially pleased with our selection by Missouri given that they looked at suppliers from coast to coast to coast," says John James, Director of Business Development for Niche. "Missouri is known as the "Show-Me" state, and MSHP staff's open and objective mindset led them to include consideration of how leading Canadian police agencies are making use of information in policing."

The four successful bidders for the upgrade, otherwise known as the "Missouri Criminal Justice Modernization Project" (MCJMP) are: Niche RMS; mobile client application Fatpot; Computer Aided Dispatch providers Xwave; and CPI – for the Computerized Criminal History system and a statewide message switch also known as the MULES network.

"Throughout the evaluation and bid process, we sought out systems that would not only serve the needs of the Patrol, but systems that brought value to the table for any public safety

agency in the state that could benefit from our contract," says Major Bob Bloomberg of Missouri's Technical Services Bureau. "We have selected products that are in use today, working in a variety of environments and agencies, which have already proven their value to law enforcement."

Missouri specifically sought "commercial off the shelf" products so that participants in the statewide upgrade could be confident they would be appropriate for each agency without a great deal of customization.

The combined upgrade will bring a wide variety of benefits. According to Bloomberg, "Any one of these upgrades would represent a major step forward for our agency. To be able to do all of them at once represents a real opportunity for the vendors to work together in the rollout, and minimize any interoperability issues before we go live with the systems."

A wide variety of Patrol employees were involved in the evaluation and selection of the new systems, as were representatives from the State's other DPS agencies, including the Water Patrol and Capitol Police. The State's Office of Administration also assisted in the search for products that best met the Patrol's needs.

The successful bidders, including Niche Technology Inc., expect to work closely with the Patrol's implementation committees and each other during the implementation and rollout phases of the MSHP project. Niche's Donna Cordick is the project manager.