Professional Standards Suite (PSS)

How Albany PD reduced case backlogs and streamlined reporting

Albany PD, GA
CASE STUDY

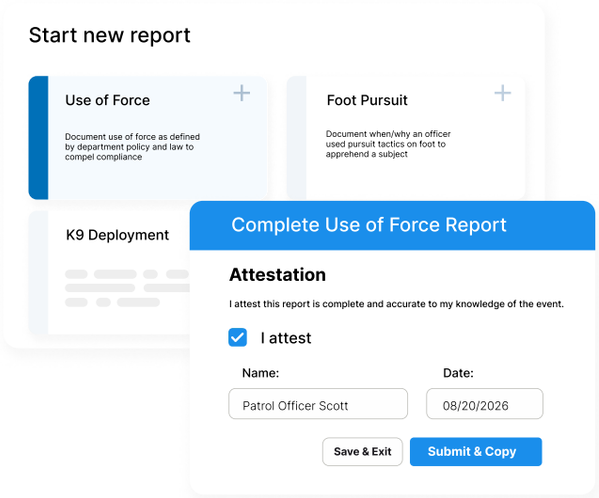


CHALLENGE ONE

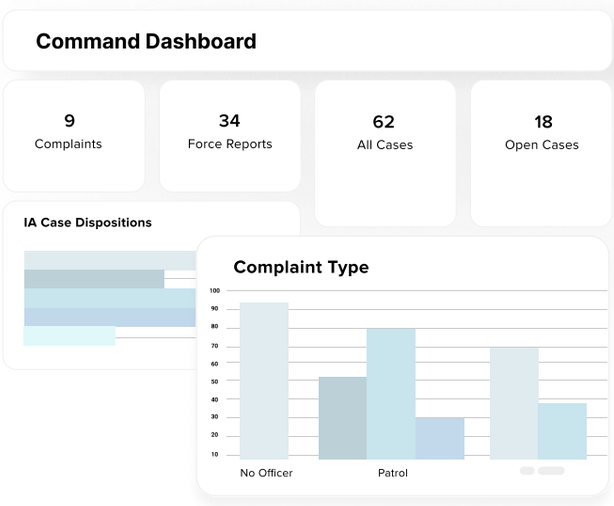
The old system stalled reports and created backlogs. Without automatic alerts or clear dashboards, supervisors didn't see when cases sat unfinished, so reviews dragged on and backlogs grew.

OUTCOME

Real-time alerts and dashboards keep reviews on track. Supervisors get automatic reminders, leadership sees case status instantly, and reports move faster with fewer errors.



Field access with configurable reporting



Dashboards provide real-time visibility

CHALLENGE TWO

Reporting was often desk-bound and inconsistent. Officers had to return to the office to start reports, and supervisors managed them in different ways, leading to delays and duplicate work.

OUTCOME

Consistent reporting with field access. Officers can start and submit reports in the field, and every report follows the same automated workflow, eliminating workarounds and ensuring consistency.

> *"Every report follows the same process now. No more workarounds. It's smooth, user-friendly, and everyone knows what to expect."*

Sergeant Marita Williams
Albany Police Department, GA

About the Professional Standards Suite
A fully-integrated suite of three products – action and force reporting, internal affairs case management, and wellness-forward early intervention.

PowerDMS by NEOGOV