

EXECUTIVE BRIEF

Meet the new challenges of digital evidence management

Securely collect, manage, search, and share digital evidence with OpenText Evidence Center for Law Enforcement & Security



Simple and
Powerful



Efficient and
automated



Compliant and
Secure

Dealing with the scale and complexity of evidence in rich-media formats (images, video and audio) is one of the key challenges in evidence management for law enforcement and security organisations today. With the ubiquity of mobile devices, people are creating content at an unprecedented rate and this is only one source of potential evidence—along with CCTV, body cameras, dash cameras and many others—which must be scrutinized to determine whether it is relevant to a case. The sheer volume of evidence is driving up the cost of resolving cases, increasing resolution times, and decreasing close rates. Law enforcement and security agencies are adopting new technologies and developing new capabilities to meet the challenge of securely and efficiently handling the vast scale and complexity of evidence in a modern policing environment.

Evidence Center, OpenText's digital evidence management system (DEMS), empowers agencies to better serve and protect citizens during day-to-day operations and in the face of major incidents by enhancing their capability to collect, manage, search, analyze, and share evidence. OpenText is a recognized global leader in the space of managing digital assets—such as images, video and audio. OpenText has an established technology stack specifically designed to deal with

large volumes of rich media content, that is proven to securely deliver significant efficiency gains across many industries. OpenText is the only vendor to receive the highest possible score from Forrester in the areas of Search, Scalability and Security—the key foundational capabilities for DEMS.

Collect evidence securely from all sources, in all formats

In the world of law enforcement today, digital evidence can come from many sources, in an enormous range of formats. Video and images can come from the public, from officers' dash cameras or body cameras, from CCTV, and many more. With over 3,000 video formats in use by the CCTV industry alone, even viewing footage can be a challenge. OpenText Evidence Center provides tools—including a secure public portal for citizens to submit images and video files—to ingest all of this potential evidence into the DEMS. Ingested evidence is securely virus-checked and converted to a standard format (for ease of handling, and as a security measure against malware) enabling effective management of all evidence. The original evidence is retained, in a separate store, to maintain chain of custody.

Efficiently store, find and share evidence

OpenText Evidence Center provides a single, centralized repository of digital evidence for a law enforcement agency. This reduces or eliminates the need for detectives to log on to multiple systems, or travel to collect or access evidence, saving time and reducing cost and security risks for transporting evidence. Viewing images and video on mobile devices is supported, enabling investigators to have quick access to evidence in the field.

The solution features powerful tools for managing evidence throughout all phases of its lifecycle, including:

AI automation: When evidence enters the DEMS it can be automatically analyzed and tagged using powerful AI, (for example to identify the number of people in an image, their genders and probable ages, or if the images contains certain themes, such as drugs or weapons). Searchable transcripts can be generated automatically from video and audio files. This automated analysis makes all the evidence available more quickly than manual tagging, and makes evidence searchable so that investigators can find all the available evidence and solve cases more quickly. Evidence Center features a connector framework for AI so that it can be hooked in via APIs to your AI of choice.

Powerful and intuitive search capabilities help investigators find evidence more quickly—these include dynamic faceted search, controlled vocabularies, synonyms, type-ahead suggestions, related terms, “sounds like” and natural language. Any piece of metadata can be searched for—from GPS locations to who uploaded the evidence to words used in an interview. Searches can be saved and shared with other specific user groups.

Editing and annotation: Evidence and assets can be annotated and operated upon (e.g. cropped, single-frame from video, blur out faces of bystanders, etc.)—while preserving the original asset and its provenance.

Collaboration tools: pieces of evidence can be grouped, linked to each other and securely shared with other stakeholders—such as other investigators, lawyers, the courts or other agencies, either singly or in groups.

Maintain Security, Governance and Chain of Custody

Evidence Center supports the paramount concern for evidence management—maintaining security, governance and preserving the chain of custody to ensure evidence is admissible in court. Access to assets is safeguarded with flexible and granular user and asset security policies. Full audit logs are maintained detailing who accessed the piece of evidence, and any operations performed upon it. The original piece of evidence, in its raw format is always preserved, should it be required for legal proceedings.

Scalable and Future-proof

As the creation of images and video continues to grow exponentially, Law Enforcement and Security Agencies need to ensure that today's solution will meet tomorrow's needs as well. OpenText provides trusted solutions that scale from millions, even billions, of assets with proven performance unlike any other in the industry. It also offers the perfect balance of technical flexibility and extensibility into other parts of the law enforcement technology ecosystem, to meet such needs as a growing base of users (which may spike if a major incident occurs) or technological changes—such as our connector framework for AI allowing your agency to leverage the latest developments in artificial intelligence and automation.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: opentext.com.

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