



Abbotsford Police Department kiteworks declared a “must-have” to support a police department’s investigative teams.

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- Gord Boyes,
Manager of Information
Technology

Background

Abbotsford Police Department serves the city of Abbotsford, British Columbia, Canada. The department’s 200+ sworn police officers, 100+ civilian staff and 80+ volunteers are dedicated to providing the highest quality police service to its residents—and making Abbotsford the safest city in British Columbia.

Challenge

Every interaction at Abbotsford Police Department (APD) has content at its core. From accident reports to criminal investigations, to video footage of evidence and audio testimonies of eyewitnesses, police officers and administrative staff regularly capture and share large amounts of content.

The department traditionally relied on its FTP server as the primary delivery mechanism for much of this content, which often times comprised very large files. Setting up new accounts however taxed APD’s small IT department and hindered the ability to quickly get time sensitive content out the door.

“We needed an easy and secure way for staff to send critical information without burdening IT,” said Gord Boyes, Manager for Information Technology, with Abbotsford Police Department. “Our number one priority was ease of use. We wanted to train our people once and equip them with the means to share content efficiently and safely at any time of day, whether at the station or out in the field.”

APD looked at a number of content collaboration solutions, evaluating each one for ease of use, security functionality and storage requirements. Accellion’s private cloud content collaboration platform, kiteworks, was selected for its intuitive user interface and ability to allow individuals to access, share and manage content from anywhere. kiteworks also gave APD’s IT department the ability to set expiration dates for files and purge them after set time limits, preserving the network’s storage capacity. Plus, kiteworks provided much-needed data visibility and accountability, with users able to confirm when files were received and downloaded.

“We wanted a secure, on-premise solution that was easy for everyone to use and didn’t require a lot of time from IT to manage,” said Boyes, “kiteworks was the clear answer.”

Quick Facts – Abbotsford Police Department



Deployed Since

2015



Number of Users

25



SharePoint Enabled

Yes



Email Integration

Yes



Mobile Integration

Yes

✓ An FTP replacement that requires very little IT involvement

✓ A secure, on-premise solution that's easy to use at the station and in the field

✓ An alternative to risky USBs and DVDs

Solution

Abbotsford Police Department deployed kiteworks on-premises via a virtual appliance. The solution was quickly adopted by users, including the department's Chief Constable (Chief of Police).

"kiteworks is used across a wide-range of police activities and has proved its worth day in and day out," said APD's Boyes. "When it was time to renew our contract, I asked users if they thought it was worth the department's investment, and my question was met with a resounding, "Yes!" Here are just some of the ways that kiteworks has earned its keep with the Abbotsford Police Department:

- **Expediting evidence collection.** Prior to kiteworks, when an incident was reported, such as a robbery, an investigator would drive to the crime scene to collect photographic or video evidence. The footage was then uploaded to a USB drive and transferred back to the department. Because video footage and photos can be uploaded directly to kiteworks, APD's investigators don't have to leave the office for every incident and are therefore more efficient and productive.
- **Supporting investigative operations.** The APD Professional Standards Section (PSS), comparable to the Internal Affairs Division in US police departments, uses

kiteworks to share information related to their investigations with a variety of stakeholders: other police jurisdictions, the Office of the Police Complaint Commissioner, Independent Investigations Office, APD's legal counsel and/or other parties' legal counsel. These "investigative packages" may include videos, images, PDFs, audio files and interview transcripts. Prior to kiteworks, staff had to burn files to a DVD, which were then transferred to various offices via courier. Now, volumes of evidence and other content can be shared instantly—and securely.

- **Enhanced collaboration among Abbotsford Police Board.** kiteworks is even used to share confidential information with police board members. Prior to kiteworks, Boyes' small team had to fix browser and email compatibility issues that prevented board members from accessing information like budgets and minutes from past meetings, as well as agendas for upcoming meetings. With kiteworks, board members now have reliable access to information and are ultimately better prepared.

"kiteworks saves us time across the board—for our officers, our investigative team, our board members and our IT department," said Boyes. "Feedback from users has been unanimously positive and we now can't imagine using any other solution for collaborating on important police business."

TOP-SELLING POINT

Easy for all APD staff to use—minimal training required and even less IT involvement or support.

STAND-OUT FUNCTIONALITY

Instant visibility into when time-sensitive and confidential files, such as video documentation of evidence, are received and downloaded.

COOL USE CASE

kiteworks is used to support active criminal investigations, allowing staff to easily share interview transcripts, video footage and PDF forms among those involved in case work.

About Accellion

Accellion, Inc. enables enterprise organizations to collaborate on content with external partners securely via private cloud. Enterprises can leave existing content where it lives today, and extend it outside the firewall without having to migrate content or disrupt their business workflows. Accellion's solutions are used by more than 15 million users and 2,500 of the world's leading corporations and government agencies including Procter & Gamble; KPMG; Kaiser Permanente; Latham & Watkins; National Park Service; Umpqua Bank; Cargill; and the National Institute for Standards and Technology (NIST).

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