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3i Infotech Automates San José Police Department's Citation Process

Mobile applications provider helps agency save time and reduce error rate

EDISON, N.J. September 5, 2007 -- 3i Infotech, a leading provider of mobile and wireless applications for state and local governments, announced that the San José Police Department has gone live with the 3i Infotech TicketWorks™ Solution for mobile applications for the city's Electronic Citation Project. The agency's paper-based citation process has now been replaced with TicketWorks™ where eventually 600 police officers assigned to patrol will issue, collect and record citations for traffic violations, DUIs and other violations.

Officers are now rolling out 175 Intermec CN3 mobile computing devices and 175 Zebra printers to process citations, DUI and traffic violations and send the information via a batch transfer process to the police database. With the implementation of TicketWorks™, the San José Police Department is issuing parking and moving violations, using all the required State and Local forms including the California Ticket Format, Accident Report, DUI Form, Tow Report, Driver Re-Exam Form and Driver's License Revocation Form. These are among the many forms that have been created for use on the mobile computing devices. Critical to the success of TicketWorks™ Solution is the automated interface to the San Jose Court System's database, which will eliminate the time it takes to copy tickets, mail to the court and manually enter tickets at the court.

"The San Jose Police Department can now spend more time on Vehicle Code Enforcement, as opposed to citation entry and correction," said San Jose Police Chief Robert L. Davis. "The TicketWorks™ Solution dramatically decreases the number of errors and avoids the need to enter data into two systems. The technology will also provide us with the ability to access citation data during critical investigations," Davis added. "Easy-to-use automated entry forms to the officers will be updated periodically whenever there are changes in City and State traffic ordinances."

"TicketWorks™ not only reduces time spent on entering data and making corrections to citations on the handheld devices, but it also provides a complete back-end system that allows individual officers to track their own tickets and supervisors to better manage citywide allocation of resources. Officers can focus on serving and protecting the community," said Ramesh Narayanaswamy, 3i Infotech's President for Government Services.

About 3i Infotech

3i Infotech (www.3i-infotech.com) provides information technology solutions through its range of solutions for e-governance, banking, finance, insurance, retail & distribution and manufacturing. It is one of India's top 4 software product companies. The company is SEI CMMI Level 5-compliant for its Software Services and the company is ISO 9001:2000 certified for its Infrastructure and Business Process Outsourcing Services.

Using its domain knowledge and through continuous investment in technologies, 3i Infotech Limited helps corporations in their businesses through its expertise in enterprise-class software solutions, software services, information security consulting, system integration services, IT infrastructure and disaster recovery solutions. 3i Infotech serves customers in 50 countries and has a presence across 5 continents.

Source: Dataquest Special Issue (July 31, 2007)

About The City of San Jose

San Jose has a world-renowned quality of life. The area offers a wide variety of exciting cultural, recreational, educational and entertainment opportunities. In addition, the City of San Jose has the nation's best public safety record of any large metropolitan area, a marvelous ethnic diversity and a beautiful climate. San Jose is the third largest city in California, following Los Angeles and San Diego. It is the 10th largest city in the U.S. and often referred to as the "Capital of Silicon Valley." For more information contact the City of San Jose website at www.sanjoseca.gov or the San Jose Police Department's website at www.sjpd.org.