



Integrated, Intelligent and Intuitive solutions for public safety professionals

ICS understands your business...

Significant advantages:

- Longevity-Delivering software solutions for more than three decades (since 1974)
- Complete and fully integrated public safety suite (Law, Fire, EMS and Emergency Operations)
- Support that makes our competitors ask, "How can they provide that high of a level of support?"

State and local agencies have a tough job. They receive fewer resources, provide more services, adjust to changing mandates, and face increased scrutiny from lawmakers and citizens--all at the same time. ICS understands the business of public safety, and we offer a suite of integrated solutions to help you meet this challenge. We help you streamline and optimize business processes--from serving and protecting citizens to sophisticated crime solving--while helping you negotiate a complex maze of reporting and regulatory requirements. ICS has been providing fully integrated and technologically advanced software solutions for more than three decades (since 1974).

Our mission statement is quite unique. One that others attempt to achieve, where we have not only met, but have exceeded.

- A total commitment to the Public Safety marketplace.
- Provide products and services that endear our clients to a life-long relationship.
- Select a few discriminating clients that truly value our support and integration philosophy.
- Deploy these innovative solutions on the latest industry-standard platforms.



"Integrated Computer Systems demonstrates a strong commitment to their customers!"

"This highly integrated and intelligent software enables us to operate in a near paperless environment."

Records Supervisor

...and provides solutions

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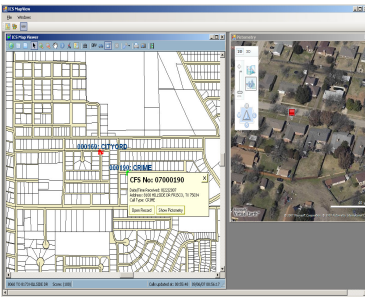
ICS specializes in providing state-of-the-art software solutions to the public safety community. Our innovative and talented staff of professionals (most with law, fire and EMS backgrounds) have developed leading-edge software products. These comprehensive automation tools have enabled our clients to function with greatly improved efficiency.

ICS's business model is totally unique in the public safety marketplace. Our model is built around the simple term "less is more". What we mean is that with fewer clients our firm can provide a much, much higher degree of support. Our client base encompasses the most discriminating departments. These agencies understand and appreciate

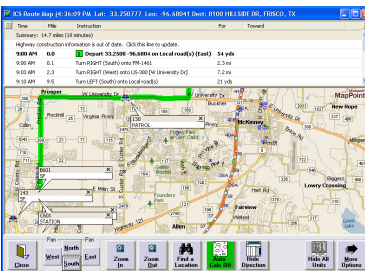
the term of "hands-on-support". Our application specialists not only install and support our products but perform on-site reviews (as often as weekly). These reviews include management guidance, end-user-training, disaster recovery plan updates, network benchmarks, etc.



“By employing the eXtreme Programming methodology their clients receive truly usable enhancements.”



“Advanced mapping and Pictometry have made the task of mobile phone locating and dispatching a breeze.”



Includes such advanced features as routing with turn-by-turn spoken directions plus the ability to see other units and their activity. Especially useful in the event an officer needs immediate assistance.

Integrated, intelligent and intuitive

ICS adheres to the eXtreme Programming model, where all software is designed by focus groups. These committees are assembled from our user community, industry consultants, and professionals experienced in the field of interest. All projects are scrutinized to ensure they incorporate

Integration—Enables our clients to capture and report on vast amounts of data in minimal time. This is accomplished by

sharing common data between applications (such as locations, names, vehicles, users, property, codes, etc.). This also incorporates real-time updating between modules (i.e., can start on a police/sheriff/fire/EMS report immediately after the call is entered).

Intelligence—Minimize data entry (i.e., complete as many data items automatically—either by business rules or transaction relationships. If a police/sheriff/

fire report is related to a dispatched incident then person, location, date, time, vehicle, property, etc., can all be used to quickly populate a new report.

Intuitive—Instead of inundating users with a myriad of buttons, windows and selection boxes, our systems are logically organized to help public safety professionals process information.

Dispatching

Dispatching is the most critical task in your agency. This is where it all begins and this is why ICS employs sophisticated algorithms and data verification logic to ensure accuracy—officers and citizens lives can be at stake.

An E-911 service request can be electronically transmitted to the proper officer(s)/mobile unit(s)

with as few as four keystrokes.

Our powerful unit response engine is constantly being updated (on a real-time basis) with officer/equipment availability, GPS locations, active call status. At any time, the system can assign the closest available/qualified resource(s).

Some of the features are: Integration with Police/Sheriff/

Fire/EMS records and Incident Command; Interfaces to E-911. GPS, NCIC, pagers, PDAs, emergency medical dispatch, and alarm monitoring; directed patrol scheduling; three-modes of operation—mouse, command-line, and/or keyboard; user customizable status forms; intuitive flow requires minimal training.

Mobile

The ICS mobile data access solution takes advantage of the latest hardware and software technology: wireless connectivity, GPS/AVL, full-motion video, voice response, daylight readable monitors, magnetic stripe readers, fingerprint scanners and citation printers. Our technology provides law enforcement, fire and EMS field units with access to data that is normally only available on their local workstations.

The following data and functions are available in the field:

Call for service information: location, reporting party, premise, call history, area alerts, hazardous materials, remarks (call-taker, dispatcher, officer), location maps, floor plans, structure information, contact information, alarm information, fire hydrant locations and inspection results, and fire pre-plans.

Mapping and route calculation

(with spoken directions) from current AVL location to any address. Utilized for EMS runs, mutual aid, out of district assistance, etc.

Incident command for law enforcement and fire personnel.

Direct access to NCIC.

Traffic citation entry and printing. Automatically submitted to NCIC upon DL swipe.

Law, Fire and EMS incident/offense entry and inquiry.

Law Enforcement Records

This module is a comprehensive records management system designed to meet the demanding requirements of law enforcement agencies. Through tight integration, alerts and warrants are displayed upon the entry of any name. Additional information, such as relationships, departmental activity (victim, offender, reporting party, arrests, etc.) are maintained via a master name database.

By employing state-of-the-art data sharing and intelligence, an IBR compliant report can be

electronically generated by completing less than nine fields. Data from dispatch, NCIC queries, master name, master vehicle, master property, and master location is intelligently utilized to generate narratives, and complete the tedious and redundant process of report entry. These tried and proven techniques greatly minimize data entry time and increase accuracy.

This system was designed with one goal in mind, to increase agency efficiency. Once an

officer's report has been entered in the field and approved, the incident is available for electronic submittal to the D.A.. This submittal can include embedded attachments, such as: automatically filled-in word processing documents, crime scene photos, witness/suspect photos, in-car video, officer/case notes, recorded audio clips, dispatch remarks, NCIC queries, investigative chronology, arrest report, etc. Your D.A. will have a complete information package to expedite prosecution.

Emergency Operations

The ICS Global EOC System is designed to automate modern Emergency Operations Centers (EOC) using the latest in hardware and software technology. This is the only public safety solution that shares resource and event information (from the initial call for service/first responder/dispatch) directly with the Incident Command System and the EOC--true integration.

Global EOC can be used to manage any type of crisis; a low

profile event, such as a civic performance, or wildland fire, to a high profile crisis, such as a tornado. Even a homeland security catastrophe with weapons of mass destruction can be managed. This is the NIMS/ICS compliant management tool needed for information gathering and assessment, warning, coordination, communications, resource allocation, resource tracking, and incident reporting.

Provides a unified crisis management tool for all of the

EOC resource providers. This includes EOC management, command, operations, planning, logistics, finance, administration, and others.

Results: accurate data for timely decisions on objectives, strategies, plans, priorities, public communications and reports.

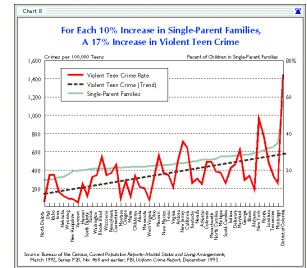
Manages and tracks incident resources with complete accountability--meets FEMA reimbursement requirements.

Fire and EMS Records

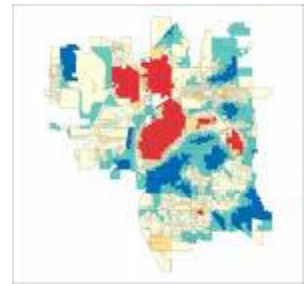
The ICS Fire and EMS records management system is fully integrated to the entire suite of Public Safety solutions (dispatch, master name, master vehicle, master property, master location, and mobile). In fact, being integrated with the law records modules, makes this a valuable tool for investigating

offenses.

By employing state-of-the-art data sharing and intelligence, Fire and EMS reports can be generated by completing less than seven fields. Data from dispatch, pre-defined templates, inspections, master name, and master location is intelligently utilized to generate narratives,



“Our crime stats meetings have been greatly improved by utilizing drill-downs, real-time data acquisition, embedded mapping and charts/graphs.”



“I appreciate the insight ICS offers us.”



“ICS offers real solutions to the ever changing demands of Public Safety. They understand the importance of keeping equipment and software working at peak performance— 24 X 7.”

Communications Manager (Major)



Integrated Computer Systems, Inc.
3499 FM 1461
McKinney, Texas 75071

Phone: 214-544-0022
Fax: 214-544-0025
E-mail: marketing@icsnews.com

“Integrated Computer Systems is a company that CARES...They are more than willing to work for their clients and towards a greater product. As a client of ICS, I am very pleased by the support of the entire organization.

One of the most positive things about ICS is that they are never satisfied with their product, and they always have their product under development. If you can see a better way they are willing to listen.

Great Company...Great People”

CID Supervisor

Plus a wealth of included services...

Proven Implementation—Our tried and proven implementation methodology is actually quite simple, "comprehensive training and testing to eliminate any/all surprises". ICS commits technical, support, and management resources to the project to ensure new installations go on-line without a hitch.

Exceptional Customer CARE—To maximize the return on your software investment, ICS offers a comprehensive menu of support services. You can select the level of support that augments your internal support structure. ICS offers programs that include 24 X 7 after-hours support for hardware, network infrastructure, and software.

Software Maintenance—ICS offers an annual software maintenance agreement. While this concept is standard in the industry, ICS's approach is unique. The majority of our enhancements are conceived and approved by focus groups, whereby the members of these groups are selected from our client base. After enhancements are documented they are forwarded to all of our clients for approval. This approach ensures your maintenance dollars are spent on enhancements that your agency/department will in turn realize a true benefit. ICS is the greatest beneficiary because our products contain truly valuable

features and functions. Not bloated/inefficient programs that are difficult-to-use (where turnover is high and retraining costs soar).

Free Training—ICS knows that without adequate training your agency will never realize the full benefit/potential of our products. In order to ensure your agency realizes the maximum level of efficiency ICS offers training (at our facility, to maximize the attendees attention span) at no charge.

On-Site Software Application Specialist—Our application specialists not only install and support our products but perform on-site reviews (as often as weekly). These reviews include management guidance, end-user training, disaster recovery plan updates, network performance benchmarks, staffing needs (management, clerical, and field) and more. With minimal guidance, your agency will quickly reap the benefits from our intelligent automation tools.

“I have had the experience of using four different Records Management Systems over my 15 years and ICS has the most thorough system.

Also, it is user friendly and the support is outstanding.”

Detention/Jail Supervisor



Let us demonstrate how we can make your jurisdiction safer.

Please call to schedule a visit or to obtain additional information.