

D3 CASE STUDY

Deploying the D3 Incident & Case Management Solution at St. Lawrence College's Campuses to Improve Efficiencies in Incident Reporting, Tracking, and Resolution

BACKGROUND *St. Lawrence College* was established in 1967, and provides a world-class educational experience for over 6,400 students a year. The 45 year old college has three separate campuses in eastern Ontario: Brockville, Cornwall, and Kingston. *St. Lawrence College* remains at the forefront of the country as they complete work on the largest solar rooftop installation at any post-secondary institution in Canada. The solar rooftop complements their unique cluster of renewable energy programs which include Wind Turbine Technician, Energy Systems Engineering Technician, and Geothermal Engineering Technician. Their educational philosophy is to work harder to put their students' interests at the forefront of everything they do.

AT A GLANCE

Challenges

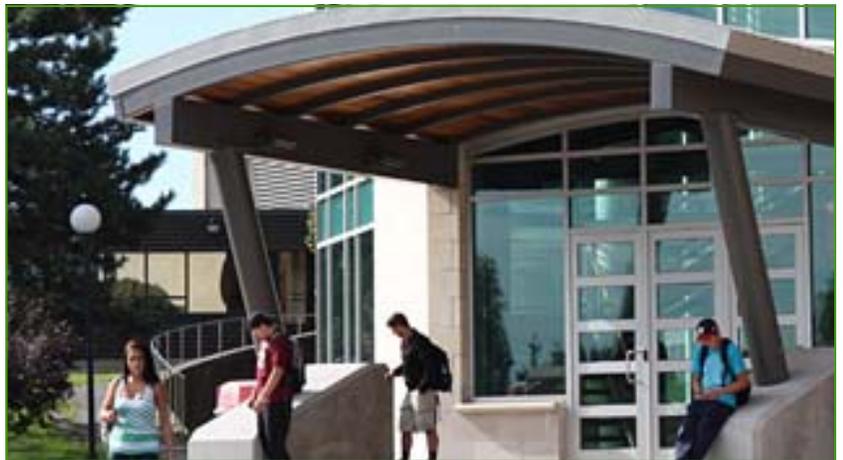
- After a 2008 security audit, staff at *St. Lawrence College* realized they needed to update the way their security department operated.
- *St. Lawrence College* needed an **electronic system** to replace their manual processes.
- It had to be **sophisticated, yet easily deployed**.
- It was required to deliver:
 - **Flexibility to suit** *St. Lawrence's* campus-specific needs while remaining user friendly.
 - Efficiency in **sharing incident data** and report information across their three separate campuses.
 - **Consistency** when capturing and recording on-campus data year to year and campus to campus.
 - **Advanced analytical reports** which management could base informed decisions upon.

The D3 Solution

- *St. Lawrence College* implemented the **Incident Reporting and Case Management** system with **Dispatch, Workflow and e-Alerts** modules.

Results

- All campuses utilize incident reporting and case management through **one comprehensive system**.
- Ability to determine where an increase in security is required and implement overall strategies for **improved security measures**.
- **Reduced dispatch times** resulted from the automated dispatch module.
- A **flexible, robust system** that can grow with *St. Lawrence College's* security needs in the future.



CHALLENGES

IMPLEMENTATION OF A CENTRAL DISPATCH WITH MULTISITE CAPABILITIES

St. Lawrence College needed a way to accurately capture up-to-date information from all three campuses, process it and promptly deploy their countermeasures through a central dispatch system. Previously, on duty staff would receive a phone call to their personal cell phones, which was neither as efficient, nor as reliable as they desired.

EASILY ACCESSIBLE, REAL-TIME, COMPLETE DATA RECORDS

Paper-based record keeping in recent years was no longer working for *St. Lawrence*. Seeing on average five incidents per day over all three campuses the stack of paper reports slowly piled up. Without a way of enforcing the required fields to be filled out, often information would be incomplete or omitted and eventually forgotten. Locating an Incident Report in a timely fashion was not possible. *St. Lawrence College* needed an electronic Incident Reporting System to efficiently gather, store and retrieve Incident Reports.

COMPLETE INCIDENT REPORT TRACKING AND ANALYSIS

Obtaining historic records and performing trend analysis was not possible before the implementation of the D3 solution. Previously *St. Lawrence College's* staff were not able to compile the information they needed to focus on improving security in the most vulnerable areas of their campuses. They required a solution that could track and report on the activities and tasks related to an Incident Reports from creation to completion.

“ The most powerful benefit our team has realized thus far is the analysis reporting feature used for year end reporting and incident trend analysis. Our security guards are more aware than ever of current threats and repeat offenders.”

DAVID WRIGHT
SECURITY MANAGER
ST. LAWRENCE COLLEGE

TWO REMARKABLE IMPROVEMENTS

With the use of the **Incident Reporting Module**, St. Lawrence College is able to track an incident report from occurrence to completion and follow each related activity along the way. The analysis tool, which is included with incident reporting, has helped uncover the major security issues across all campuses and improve student safety.

The **Dispatch Module** gives St. Lawrence College the centralized dispatch hub they required for their three campuses. Tied into the Incident Reporting Module all dispatches are tracked and used in analysis reports.

“I have yet to encounter a direction I want to go without finding a module within D3’s System that does exactly that! It has all of the tools that we currently need and we have been growing around the D3 System adding modules as we go. It is reassuring to know that as we continue to improve our security efforts we will not be limited by an inferior system.”

DAVID WRIGHT
SECURITY MANAGER
ST. LAWRENCE COLLEGE

D3 SOLUTION

RAPID DEPLOYMENT AND ADOPTION St. Lawrence College deployed the D3 incident reporting and case management software along with the Dispatch, Workflow, and e-Alert modules. They use the web-based software easily and seamlessly across all of their student campuses and staff. With the D3 solution they were able to configure each and every aspect of their tracking and reporting needs; unlike any other reporting software before.

RESULTS

ONE EASY TO USE SYSTEM Regardless of the user, all staff at St. Lawrence College find the system easy to operate. With little or no computer background the e-Alert submission page is very straight forward and easy to follow, allowing all staff to submit an incident wherever an internet connection is available. With a centralized database of incident reports St. Lawrence College staff have a clearer picture of the real security issues across all campuses and those specific to just one site.

INSTANT ACCESS D3 allows for remote access to all records and provides the ability to make immediate decisions regardless of location. St. Lawrence College staff are able to access all of the IR’s from anywhere, at anytime. Incident Reports can be sent to management from home before they hang up the phone. Detailed trend reports can be compiled and ready for analysis within the same time frame. What used to take hours, now takes minutes or even seconds to replicate.

A FLEXIBLE , ROBUST SYSTEM WITH MODULAR GROWTH St. Lawrence College has come a long way since paper-based reporting and cellphone dispatch, and they will continue to grow as they attract more students year after year. With D3’s modular solution St. Lawrence College is able to add or remove modules as they need, and they will not be limited by an inferior system in the years ahead as they grow.

IMMEDIATE INCIDENT REPORTING AND NOTIFICATION Incidents don’t always occur while the investigators are at the office; and with the D3 system, St. Lawrence College’s security team is able to see events as they occur. The appropriate personnel are immediately and automatically notified whenever an e-Alert is submitted by an employee, from any campus. Even Human Resources is taking advantage of this module, using it to report health and safety related issues. St. Lawrence College is currently working on a pilot project to extend access to the entire student body.

About D3 Security System Management: D3 Security Management Systems is a privately held company headquartered in Vancouver, British Columbia. D3’s flagship product, Incident Reporting and Case Management software, develops and supports the most advanced incident reporting, investigation case management, computer aided dispatch (CAD), security post orders and security guard tour patrol systems on the market. D3 is proud to have a long list of customers since 2002, including deployment with over 50 Fortune 500 companies. The D3 difference is flexibility. D3’s software is completely customizable and allows clients to mold the platform to meet their exact needs.

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