The Broward County Sheriff’s Office faced the challenge of efficiently and cost-effectively deploying and maintaining standardized durable notebooks in its fleet of public safety vehicles. Dell®, in partnership with First Mobile Technologies, provided a comprehensive solution that includes installation of Dell Latitude™ D-series notebooks on customized vehicle mounting units and docking stations. Dell services form the backbone of the solution with Custom Factory Integration, Next Business Day On-Site Response Service and Warranty Parts Direct. Broward County has been able to standardize to high-performance Dell notebooks in most deputy vehicles while maintaining low total cost of ownership and compatibility with legacy resources. Plus, fast deployment along with efficient support services and programs helps provide law enforcement with 24/7, mobile access to critical data.

Making the most of tight resources

2,800 of Broward Sheriff’s 6,300 employees¹ are certified deputies whose work spaces are more likely to be behind the wheel than behind a desk. These officers require access to critical data while they are on the county’s roads protecting public safety. They need mobile technology that can stand up to the toughest conditions in the field such as extreme weather, intense vehicle motion and continual system docking and undocking from vehicle power and network sources. What’s more, outfitting such a large force with mobile technology can strain tight budget resources. “Our biggest challenge is being able to purchase enough notebook computers with a relatively small amount of money,” Carin Koplovitz, IT operations manager explains. The Broward Sheriff’s Office needs cost-effective solutions that also enable them to continue using legacy systems in conjunction with new technology. Plus, they need the flexibility to add technical capabilities gradually as funds are available.

Another critical requirement for Broward County is the ability to install systems into vehicles quickly and efficiently. “We recently acquired three new agencies in additional cities,” Patrick Doliny, chief information officer says, “So we had to immediately bring those organizations into our technology infrastructure through quick deployment.” The office also needs to keep systems up and running 24/7 which demands reliable and self-sufficient support and maintenance.

Technology on the Go

Through powerful partnerships, Dell keeps Broward Sheriff’s Office on the road to protecting public safety

Broward Sheriff’s Office is America’s largest nationally accredited sheriff’s department. The office provides law enforcement services to 14 cities and towns, parts of the Everglades and Broward’s unincorporated areas. This organization’s responsibilities span several departments from the Department of Law Enforcement and the Department of Fire Rescue and Emergency Services to the Department of Detention and Community Control. Plus, its jurisdiction encompasses a multitude of special units and agencies within these departments such as 9-1-1 services, Bomb Squad Unit, Child Protective Services, Drug Court, Emergency Medical Services and educational programs. Recently, the Sheriff’s Office has grown even larger to include three more organizations.

Making the most of tight resources

²⁸⁰⁰ of Broward Sheriff’s ⁶,⁳⁰⁰ employees¹ are certified deputies whose work spaces are more likely to be behind the wheel than behind a desk. These officers require access to critical data while they are on the county’s roads protecting public safety. They need mobile technology that can stand up to the toughest conditions in the field such as extreme weather, intense vehicle motion and continual system docking and undocking from vehicle power and network sources. What’s more, outfitting such a large force with mobile technology can strain tight budget resources. “Our biggest challenge is being able to purchase enough notebook computers with a relatively small amount of money,” Carin Koplovitz, IT operations manager explains. The Broward Sheriff’s Office needs cost-effective solutions that also enable them to continue using legacy systems in conjunction with new technology. Plus, they need the flexibility to add technical capabilities gradually as funds are available.

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Mobile technology that keeps pace

Dell™ provisions the Broward Sheriff’s Office’s technology equipment including hardware and service as well as software and peripherals provided through partner vendors. In fact, Dell’s partnership with First Mobile Technologies, a company specializing in installing notebook vehicle mounting units gives Broward County a complete mobile docking station and computer hardware solution. This end-to-end solution is designed to help officers stay informed often in harsh environments.

“Our notebooks are in situations that are simply not fit for most computers,” Carin explains. To help lessen the problems associated with technology in extreme conditions, Broward County uses Dell Latitude™ D-series notebooks installed in vehicles on sturdy, dependable mounting units by First Mobile Technologies.

“Dell has been willing to work with us in providing notebooks that are able to withstand the abuse these systems experience in the field,” she adds.

Before a Dell system makes its way into customer hands, or a mobile docking station, it goes through a series of intense, brutal tests. Everything from the chassis’ ability to withstand impact and how well the keys perform under repeated pounding to the system’s performance under extreme temperatures is put to the test. So customers like Broward Sheriff’s Office with harsh mobile environments have a computer they can depend on when their citizens are depending on them.

Moreover, Dell service and support is an integral part of the mobile solution for the Broward Sheriff’s Office. “Through Warranty Parts Direct, our technicians are certified to stock spare parts and conduct many of the repairs in-house,” Patrick states. “This helps us address issues immediately.” Plus, Broward County uses Dell’s CompleteCare™ Accidental Damage Service1 that may cover accidental damage not covered by the limited warranty2, and they depend on Dell’s Next Business Day On-Site Response Service to help keep systems running. Additionally, Dell provides reporting capabilities that help the organization assess trends in computer damage. According to Patrick, these reports help the IT team better address the ways in which deputies use the systems.

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—Carin Koplovitz
IT Operations Manager
Broward County Sheriff’s Office

Reliably moving forward

With its combined Dell, First Mobile Technologies solution, Broward Sheriff’s Office has found a comprehensive technology solution that helps law enforcement officials stay informed on-the-move. By standardizing to one or two notebook models from a single vendor, the organization is able to reduce total cost of ownership. “Dell’s pricing has allowed us to acquire more systems for our money, an important part of our ability to provide our deputies with the tools they need,” Carin shares.

Additionally, through Dell’s online IT staff training as well as its responsive services and support, Broward County is able to deploy technology quickly and offer fast repair turn-around times. And with one resource that provides services from installation to ongoing support, the Broward Sheriff’s Office can stay focused on protecting public safety.