



TENNESSEE DEPARTMENT OF PUBLIC SAFETY: FINDING SUCCESS IN ASSET MANAGEMENT

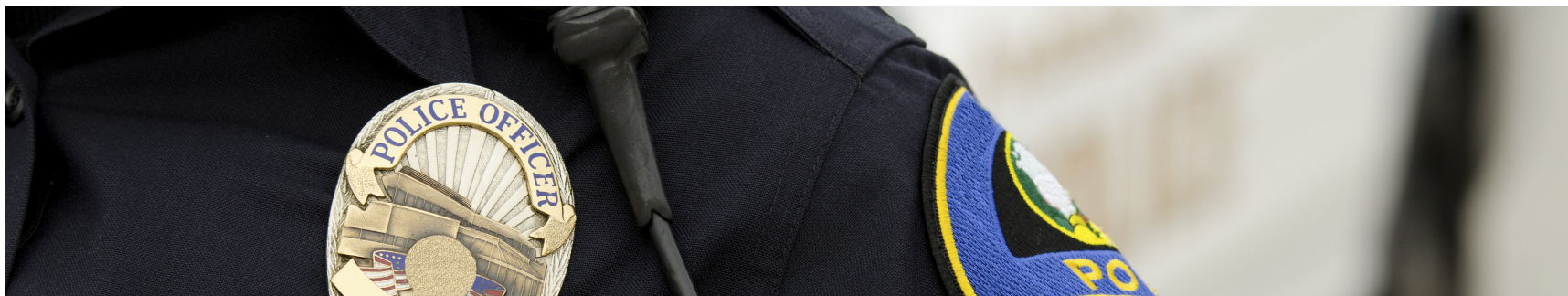
Since implementing collectiveQuartermaster in January, the Tennessee Department of Public Safety's asset management capabilities have created a more efficient and cost-effective department.





Law enforcement agencies have a seemingly endless stream of supplies they must organize, track, and distribute among officers. For many departments, managing these assets can be difficult — due to a lack of visibility and a means to accurately track equipment issued to officers. However, managing these assets no longer needs to be a guessing game, thanks to Collective Data's collectiveQuartermaster.

Since implementing collectiveQuartermaster in January, the Tennessee Department of Public Safety (TDPS)'s asset management capabilities have become more efficient and cost-effective.



THE CHALLENGE: LACK OF VISIBILITY AND ACCURACY

Before implementing collectiveQuartermaster, TDPS, which consists of about 900 officers, was using another asset management system and Excel spreadsheets. These solutions didn't have the flexibility or depth to meet the department's asset management needs — and resulted in numerous inefficiencies.

"We've evolved a lot in just 20 years. When I first started with the department, we were still using books to log equipment," says Gary "Lane" Phillips, stores keeper for TDPS. "The system we were using was mainly for procurement. We tried to use it to complete our warehouse inventory, and it just didn't work out very well. So I wanted to use a quartermaster system that was designed for law enforcement."

These other asset management systems had too many error rates for them to be effective in tracking troopers' uniforms and personal equipment — and really weren't designed for the kind of inventory

tracking TDPS needs. In addition to the high error rate, there was a lack of transparency into where equipment was after it left the TDPS warehouse.

After piloting several asset management systems, TDPS decided on collectiveQuartermaster, because it's geared specifically toward law enforcement agencies. CollectiveQuartermaster comes with a host of technical features that manages inventory and personnel more efficiently than traditional methods.

"There's not a lot of law enforcement inventory systems out there. When I was researching solutions, I tried to find the top five, and the system that fit all of our criteria was Collective Data," Phillips says. "Because it has capabilities beyond tracking equipment and uniforms, that's what really sold my higher ups. The system can also do fleet management and ordinance. The Department of Safety can expand on using this program."



The benefits of collectiveQuartermaster include:

- Detailed item inventory
- Tracking feature for cameras, weapons, uniforms, and other items issued
- Quick check-in, check-out function for equipment
- Vendor monitoring
- Audit functions
- Employee tracking
- Ability to integrate with other software

It wasn't only solving the immediate problems of accuracy and transparency that Phillips was hoping to solve. During the decision-making phase, he wanted a solution that was barcode compatible for checkout and, more importantly, tracking. CollectiveQuartermaster has that capability.

"That's something that we're looking to move into eventually," Phillips says. "There are plenty of basic inventory systems, and most of them are barcode compatible. But they're not focused on where the product goes. The focus is to get it out of your inventory — and that's it. TDPS has to track where it goes, so we can get it back."

THE SOLUTION: CLICK-OF-A-BUTTON ACCURACY

After implementing the system earlier this year, TDPS soon found that collectiveQuartermaster offered a variety of ways to manage both assets and inventory. TDPS primarily uses the system to track annual officer uniform and equipment allotments and equipment status.

Prior to collectiveQuartermaster, uniforms and equipment were issued without any means to identify whether an individual trooper had a piece of equipment or his or her yearly uniform allotment. This has brought a new level of accuracy and accountability to TDPS.

On the operational side, collectiveQuartermaster's user interface has streamlined the issuing process. Looking up a uniform or piece of equipment in the system typically is a single button click as opposed to the previous system, which often required navigating multiple screens.

Instead of having to purchase a wide range of sizes — some of which may not be needed — collectiveQuartermaster accurately tracks the sizes that are being used by serving officers and the amount that will be needed based on yearly allotments. This has cut operational costs and improved efficiency, since Phillips and his team are only ordering the sizes that are actually needed by the current roster of troopers.

Once TDPS has had the system for a year, Phillips anticipates that he'll know exactly the sizes and types of uniforms and equipment he'll need throughout the year. He hopes that this will eliminate having any additional, unneeded inventory on hand.

"It will be able to narrow down on what the proper sizes are so we don't have to over-order on a blanket of sizes," Phillips says.

TDPS also uses collectiveQuartermaster to accurately keep track of badge serial numbers, which had previously been done via Excel spreadsheets.

"We've implemented our badges into it; that wasn't something that was originally considered," Phillips explained. "We found out that collectiveQuartermaster can handle serial numbered items quite easily."

The collectiveQuartermaster system also helps keep track of expiration, replacement, and discard dates for equipment and automatic alerts notify Phillips and his team about items set to expire, overdue checked-out items, and items that need to be reordered.

THE BENEFITS: INSIGHTS ON ASSETS

Since troopers have a set, yearly allotment of uniform items, TDPS needed a way to easily track which officers had already received their yearly allowance. Before adopting the collectiveQuartermaster solution, some officers would receive more than their allotment each year of two short-sleeved and two-long-sleeved shirts, two pairs of pants, one hat, and one pair of boots.

When officers come in and request uniform items that they have already been issued, it can result in inefficiencies, extra costs, and potential uniform shortages.

"When a trooper comes in, we can check their history really quickly, because, some guys, they can't remember if they've been in here nine months ago or 10 months ago," Phillips says. "We can look and see if they're due or they can call in and see when they're going to be due."

QUARTERMASTER: TOP 7 BONUS FEATURES

CollectiveQuartermaster has numerous additional features, which agencies can use to ease their asset management, tracking, and requests. The following are collectiveQuartermaster's top seven bonus features:

1. **Simplified order and request feature, which allows employees to submit inventory requests and funding applications**
2. **Ability to auto generate orders and export funding requests**
3. **An employee portal that lets employees request items from their smartphones, tablets, or desktop computers**
4. **Automatic alerts sent to supervisors when items have been requested and approved**
5. **Ability to check-in and check-out personnel with collectiveQuartermaster's e-signature compatibility**
6. **Auto-generated audit reports on employees, issuance history, and item tracking**
7. **Tailored security roles allow specialized levels of access depending on the user: tracks who has made additions/deletions to the agency's inventory**

With collectiveQuartermaster, TDPS can now also create detailed records for each trooper, including service years, uniform size, certification, and licensing. When an officer retires, resigns, or moves to a different department, asset managers are alerted about the quantity and types of uniform items that need to be turned back in.

"Before, all we had was a list of what they should have versus now, where we know what they actually have," Phillip says.



Even uniform accessories, such as service stripes and stars, can be accurately tracked. TDPS has set up automated e-mail and print receipts of items, including accessories, issued to troopers for record keeping. This also helps to manage and track stipends and uniform allowances and depletions.

Because collectiveQuartermaster links assets such as uniforms to individual officers, there is no longer any confusion about whether officers are entitled to a new uniform or piece of equipment, essentially eliminating instances where a trooper is issued uniforms above his or her allotment. “This helps make asset allocation more accurate and cost effective,” Phillip says.

Additionally, TDPS now has the ability to limit and control equipment assets and inventory depending on the employee’s certification levels. The collectiveQuartermaster system even allows for scheduling and receiving alerts when employees are due for any license or certification renewal.

Since TDPS has only had the system since January, it is still in the process of exploring how to fully optimize collectiveQuartermaster’s asset allocation and tracking features.

Phillips is currently looking at the next steps to increase the scope of its collectiveQuartermaster system.

“We’re looking at a wireless barcode scanner right now,” says Phillips.

With the wireless barcode scanner, Phillips and his team will be able to scan items in the field and transmit the data via WI-FI to the department’s warehouse. TDPS is currently testing barcode scanners.

Overall, Phillips is pleased with his experience with collectiveQuartermaster and word about his success is getting out.

“For us, it’s already 10 times better than what we had been dealing with,” he says. “We’re happy, and there are other departments interested in looking at it. We’ve already done two internal demos for other departments.”

Departments interested in adding collectiveQuartermaster include the Tennessee Department of Corrections, and TDPS fleet and ordinance managers. If those departments add collectiveQuartermaster, they will be able to integrate their databases with other collectiveQuartermaster users, giving even greater insight and potential efficiencies and cost savings.

CollectiveQuartermaster’s flexibility, accuracy, and comprehensiveness continue to make it the right fit for TDPS.

ABOUT COLLECTIVE DATA

Collective Data provides high-end asset management software that has supported private companies and governmental agencies for over 20 years. Our signature products, collectiveFleet® and collectiveQuartermaster®, are used by hundreds of medium and large organizations that value intuitive and productive software. What sets Collective Data apart from more traditional products is that we have built our software with flexibility in mind and pride ourselves on our adaptability to meet client needs. Collectivedata.com.