Client
Brand leader in rugged, mobile handheld devices for commercial and industrial applications.

Goal
Empower local government with a solution to make law enforcement more efficient.

Business Impact
Increased revenue collection with speed and accuracy.

Fewer court dismissals with higher levels of evidence.

Elimination of manual transcription reducing errors and process time.

Cloud technology eliminated infrastructure costs.

Conquering the cloud

Iris developed a multi-device mobile ticketing and permitting application that seamlessly integrated with local government systems using cloud technology for more efficient law enforcement.

Overview
Our client is a leading manufacturer of rugged mobile, handheld devices for industrial and commercial applications over the last 25 years. With over a million products out in the field, our client and its partner base has delivered applications to a number of industries including transportation and distribution, field service, hospitality, government, and many other sectors.

Iris, with its expertise in building software products for technology companies, was chosen to build a product suite that was targeted at law enforcement officials to provide them with a modern, technology alternative that brought in a quantum change in operational efficiency. The product suite delivers the power of mobile and cloud technology that radically changes the way these users perform some of their daily tasks.

The challenge
The task of issuing citation for parking and other traffic violations is far more tedious and time-consuming that it appears to be. Current processes are either fully manual or they expect operators to touch many systems to complete the process from ticket issuance to collection and closure of the incident. These processes are prone to error, susceptible to scofflaws and a big burden on local government to process them expeditiously.

The solution
Iris delivered a complete solution consisting of mobile applications that were used by the law enforcement officials for monitoring violations and issuing citations on them and a cloud-based application that communicated with these handhelds to complete the process of recording and collection on every violation. With one integrated solution encapsulating several highly defensible features, our client was able to offer the capability of dramatically improving the citation process from issuance to closure.

Our team developed a solution that would work on the client's mobile hardware as well as on Android mobile devices. The application integrated capabilities such as GPS locationing, electronic signature capture, imaging, tag reading and printing on the mobile devices to provide an accurate and highly defensible mechanism. Data from these devices are transmitted to the application on the Cloud to store, review and forward the data to courts, DMVs and other law enforcement agencies for further processing with no disruption to their existing computing infrastructure.

The Iris advantage

Vision to reality: The Iris team was able to translate the CTO's vision into an architecture that could support several customers on a single cloud application interacting with several mobile devices and interfacing with multiple back-end systems.

Execution excellence: The mobile application is optimized for multiple mobile devices. The cloud-based application offers full security to data, as well as ease and convenience of use.

Collaborative problem solving: Iris worked closely with the client's teams who were engaged in parallel development of the hardware platform for their devices.
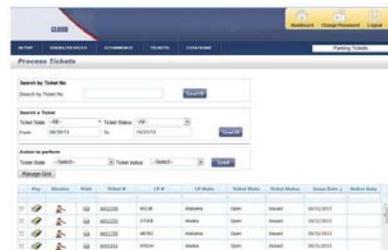
About Iris

Iris (www.irissoftware.com) is a professional software services organization providing its customers with high-quality, cost-effective solutions and developing mutually beneficial relationships. Iris does this through comprehensive solution offerings with best-of-breed technologies, rapidly deployable solutions, flexible engagement models and proven methodologies. This allows customers to focus on their core competencies, and concentrate IT resources on projects that directly impact their bottom-line.