



24/7/365 IT Support

CLIENT	Village of Hempstead PD
INDUSTRY	Law Enforcement

INTRODUCTION

The Village of Hempstead (VoH) Police Department was established in 1875 and serves the largest Incorporated Village in New York State. In the mid 1980's, the PD recognized the importance of implementing the proper technology to provide its residents with exceptional law enforcement services and looked to Sourcepass to help.

SOLUTION

The VoH PD needed the support of an IT service provider with the expertise to optimize its 24x7 environment. Luckily, they found Sourcepass, an expert in the field, serving over 50 other law enforcement and municipal clients with similar technologies. Sourcepass has a dedicated team to:

- Provide 24/7/365 support for issues, with assigned engineers always available.
- Set up the PD with new and emerging technologies.
- Maintain and support police systems with highly trained experts.
- Provide multiple layers of cybersecurity protection.

PROBLEM

As technology has evolved, so have police technology efforts. In addition to needing 24x7 network operation support, onsite IT staff augmentation, and cybersecurity services, the police needed IT experts to help provide support for the following technologies:

- Mobile Data Terminals (MDTs) in police vehicles
- License plate recognition systems
- Live street camera systems
- Secure electronic transfer of records to and from various jurisdictions

CONCLUSION

The VoH PD has trusted Sourcepass with securing and maintaining its IT systems for decades, with the relationship continuing through five Police Chiefs and Village administrations. With extensive understanding of police needs, including Criminal Justice Information Systems (CJIS) compliance, Sourcepass remains committed to not only the VoH PD, but also to the many other departments throughout the Village that it supports.

Chief of Police, Richard Holland is happy to have a trusted partner in Sourcepass and looks forward to continue the relationship for years to come.

“The engineers that support us day-to-day are excellent and we are extremely happy with Sourcepass.” Chief Richard Holland