

# 24/7/365 IT Support



SOC 2  
TYPE II  
CERTIFIED



## 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.

## Challenge

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

## Our Approach

Sourcepass understood the unique challenges and requirements of the police department because of its experience and achieved expertise over the years working with law enforcement.

Its experienced engineers had a comprehensive understanding of the innovative solutions the department needed to implement to improve the department's efficiency. And, with Sourcepass 24/7 support services, the PD could be confident that their environment remained highly available and reliable with minimal downtime.

# 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.



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The engineers that support us day-to-day are excellent and we are extremely happy with Sourcepass.

– *Chief Richard Holland*



## 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.



Sourcepass provides the technical expertise, strategic guidance, and impactful technology solutions to transform your company into a modern, secure, cloud-enabled business. Start your journey today by contacting us at 646.681.5528 or visit [www.sourcepass.com](http://www.sourcepass.com).