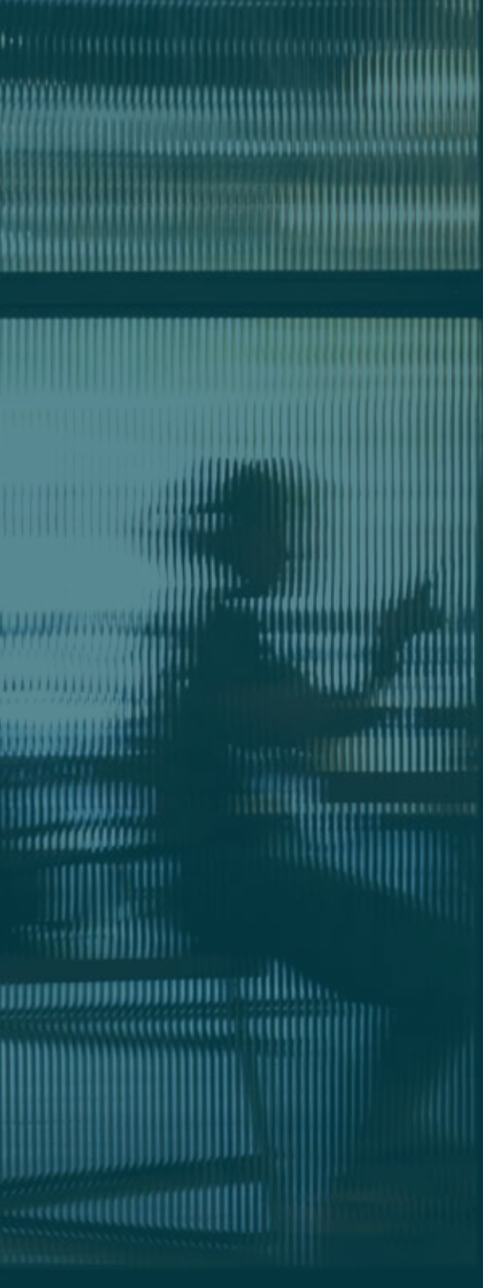
IAPro by Versaterm

The Leading Professional Standards Software. Worldwide.

Versaterm



Strengthening Professionalism and Well-Being

Public safety today operates in an environment of high expectations as never before, with best practices and proactive approaches fast becoming the norm across organizations of all sizes.

Agencies require a more efficient way to manage professionalism consistent with what their community expects. Leadership must also balance the well-being and morale of their staff.

Our platform helps public safety agencies meet the demands of this high-expectation environment. It is used by over 1100 agencies in four countries to support their frontline documentation, supervisory oversight, early intervention initiatives and organizational accountability.

- IAPro NextGen
- BlueTeam NextGen
- ElPro
- Public Portal
- MakeNOTE

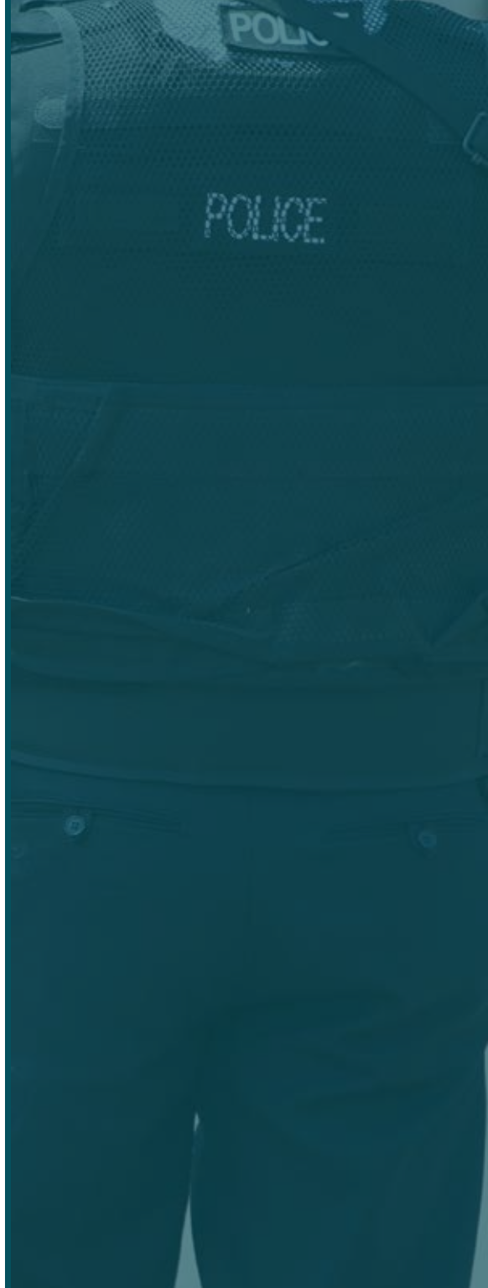
IAPro NextGen

Supporting today's high expectation environment in public safety

The comprehensive case management features assist in monitoring and reporting on complaints and other incidents that may indicate patterns of employee misconduct, behavioral or performance shortfalls. In-depth support for use of force, pursuit and other critical incident reporting is also offered.

However, the single most important benefit of IAPro is its ability to alert in advance of issues that could, if left unchecked, put the community and the reputation of your agency at risk.

The solution goes beyond software. You'll have access to on-site training with IAPro specialists who have years of Professional Standards experience. This is supplemented by comprehensive online user documentation, including training videos, webinars and an annual users workshop.



Training to Fit Your Needs

IAPRO By Versaterm
19th Annual Users Conference
Scottsdale, Arizona
The Talking Stick Resort | November 19-21, 2024

Annual Users Conference

An annual 3-day users conference in the United States each Fall. This event is supplemented by an Australasian users conference. Both conferences offer extensive training on all IAPro NextGen features as well as networking opportunities.

- Detailed review of new features in the latest IAPro NextGen release
- Includes BlueTeam, EIPro, MakeNote and other NextGen products
- Basic training classes for new users
- Advanced usage sessions
- Customer feedback forums
- Specialized IA investigations training

Training Symposiums

Ten or more two-day training symposiums are offered per year at locations around the U.S. and Canada, including sessions on best practices and emerging issues for Professional Standards.

- Open to all IAPro, BlueTeam and EIPro customers
- Covering basic to advanced usage, including sessions on best practices and emerging issues for Professional Standards
- Attendance is free of charge
- Hosted at Public Safety agencies' premises

NEW! Professional Standards Training Series

This six-part online series is designed for law enforcement and public safety professionals involved in investigating complaints. The training offers comprehensive content and practical learning strategies that supply instruction on upholding the highest standards of integrity and accountability. Continuing education credits are available.

IAPro NextGen Applications

Designed to Fit Your Agency's Needs

IAPro NextGen
The Leading Professional Standards application brings full-spectrum investigative support, advanced early intervention features and unlimited ad-hoc reporting capability

Public Portal
Community engagement platform that takes in complaints and compliments from the public, providing updates in real time as the matter is handled by Professional Standards

BlueTeam NextGen
Simplifies frontline documentation, supervisory oversight and organizational accountability

EIPro
A visual, dashboard-based application providing advanced early intervention support for frontline supervisors, analysts and command staff

MakeNOTE
Streamlines supervisory note-taking and performance appraisals for employee recognition and feedback

The Next Generation of IAPro

Complaints Management

IAPro NextGen's advanced visual interfaces provide state-of-the-art incident management. Cases nearing or past due are readily identified. Automatic reminders and notifications speed the progression of cases through established processes.

Early Intervention Support

Support for proactive EI is an essential part of the IAPro solution. Threshold-based alerts combine with real-time analytical interfaces to support identification of, and responses to, areas of concern.

NextGen Ad-hoc Reports and Charts

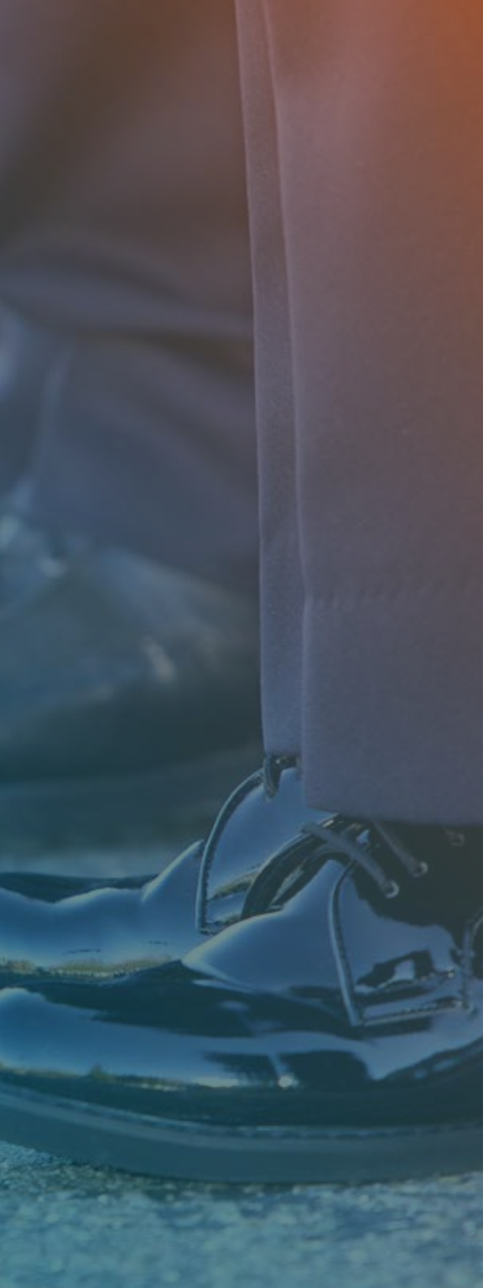
The online reports feature allows users to create ad-hoc reports and charts with zero IT assistance required. Real-time data access filtering ensures that no unauthorized information access will occur.

Security and Access Controls

Users' access to information is fully controlled and audited. Multi-layered information filtering, feature access restrictions and "stovepipe" screening are included.

Automated Correspondence and Forms

Significant time savings can be realized using IAPro's correspondence templates. Templates are easily created by the customer – no high-priced specialists required.



IAPro NextGen

Streamline your Professional Standards processes to save time and resources

Empower supervisors and officers to provide exceptional service, ensuring that every interaction in all areas of public safety operations leads to a positive experience for community members.

Case Management
Track all aspects of a Professional Standards investigation, from initial report to final disposition

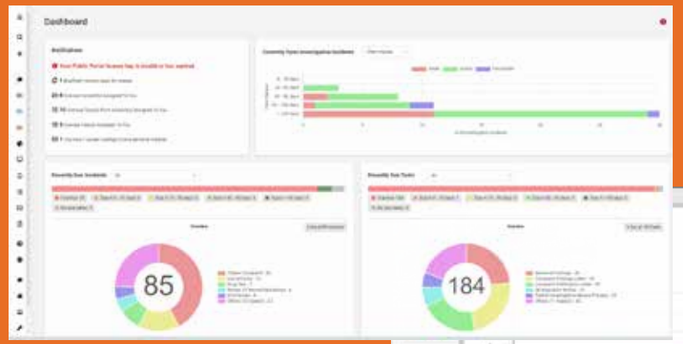
Reporting
Enables agencies to generate reports on a variety of metrics, including caseload, clearance rates and disciplinary actions

Comprehensive Search
Allows users to quickly and easily find the information they need, which can help to improve transparency and accountability

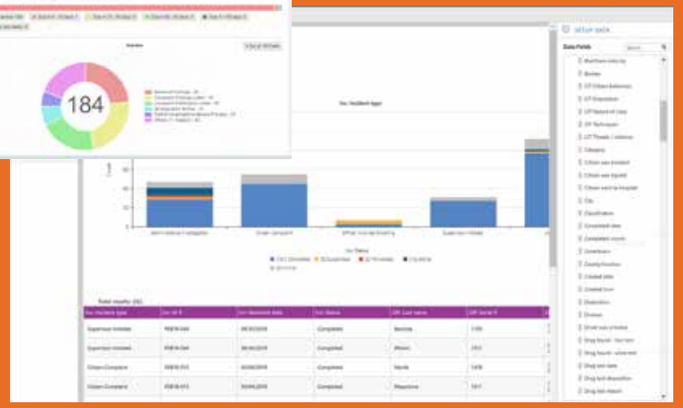
A Best Fit Toolkit

Visual interfaces allow point-and-click display of the unit's caseload along with drill-down capability including standard and ad-hoc queries for generating the reports your agency needs - fully supports CALEA requirements

Case Management Dashboard



Advanced and Ad-Hoc Reporting



Public Portal

Configurable public facing website for community engagement initiatives

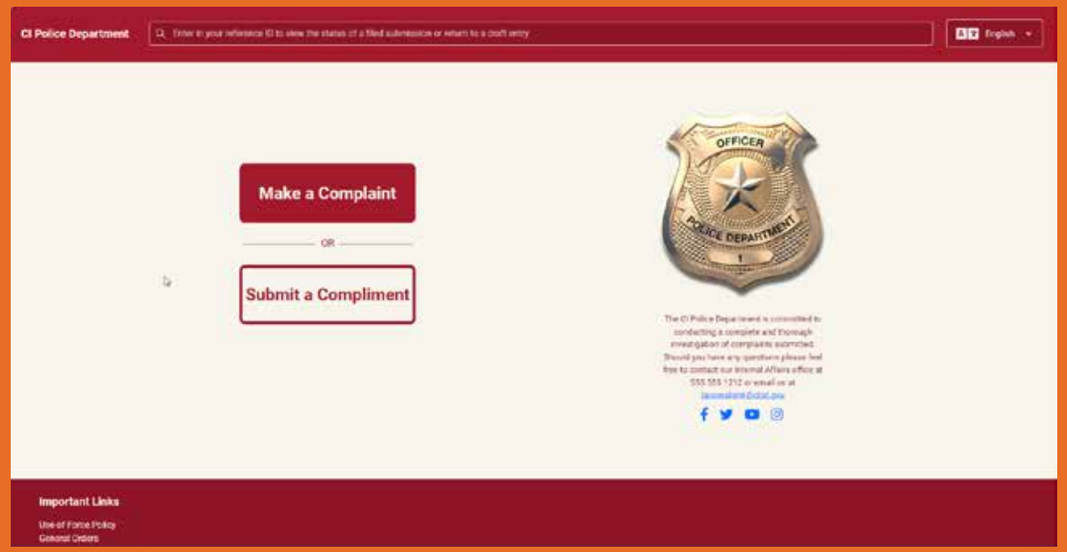
Collect Public Feedback
Allow the public to submit complaints and other feedback through a highly configurable public-facing website

Automatic Notifications
Provide email and text notifications upon receipt of their complaint, as it's investigated and when an outcome has been determined

IAPro Integration
Reduce manual entry errors and save time with the seamless integration into the IAPro NextGen application

Easily Manage Complaints and Compliments

Public Portal



BlueTeam NextGen

Support your frontline personnel by working together

Incidents - including use-of-force, field-level discipline, complaints, vehicle accidents and pursuits - are entered and can then be routed through the chain-of-command with review and approval at each step.

Go Paperless

- Document uses-of-force, pursuits, firearm discharges, complaints and more
- Minimize training with the simple, intuitive, step-by-step interface
- Route incidents through the chain of command with review and approval at each step
- Supports the handling of less serious complaints by the frontline

Streamline Information Flows

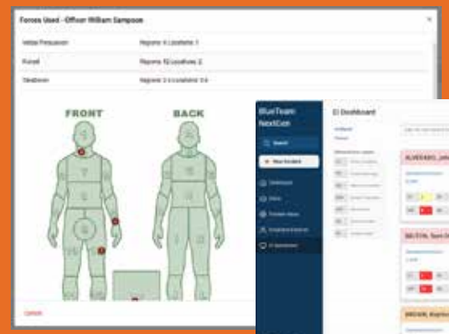
- Identify performance issues in “real-time” with BlueTeam’s EI console for supervisors/ command staff
- Collect use-of-force data, including a CED module to capture the use of Tasers and other conductive energy devices data
- Auto-assists with geocoding services for accurate and simple location input

Simplify Frontline Documentation

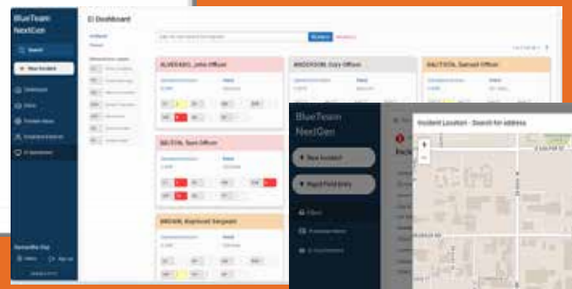
BlueTeam’s simplicity is essential to its role as a solution for the frontline, designed for use at all hours and in all conditions.

Used by public safety agencies to support of frontline documentation, supervisory oversight and organizational accountability.

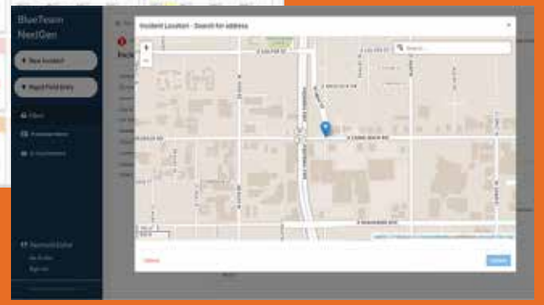
Use-of-Force Documentation



EI Dashboard



Location Accuracy



EIPro

Supporting public safety professionals in a high expectation environment

Early intervention in public safety has progressed over the past 25 years, and continues to be a dynamic and evolving area, with a variety of programs and approaches being used by organizations large and small.

In addition to referrals from co-workers and supervisors, as well as employees themselves, data-driven approaches are utilized to identify issues and determine appropriate response.

With the active involvement of frontline supervisory and command staff being critical to the effectiveness of an EI program, there needs to be a means to quickly provide information to frontline supervisors without compromising sensitive investigations or other data.

An Advanced Early Intervention Tool

Enable frontline supervisors to identify and monitor outliers in the organizational areas under their purview

High Availability

Information is available whenever required on a wide variety of digital platforms. Peer group and aggregation analytics are performed in real-time

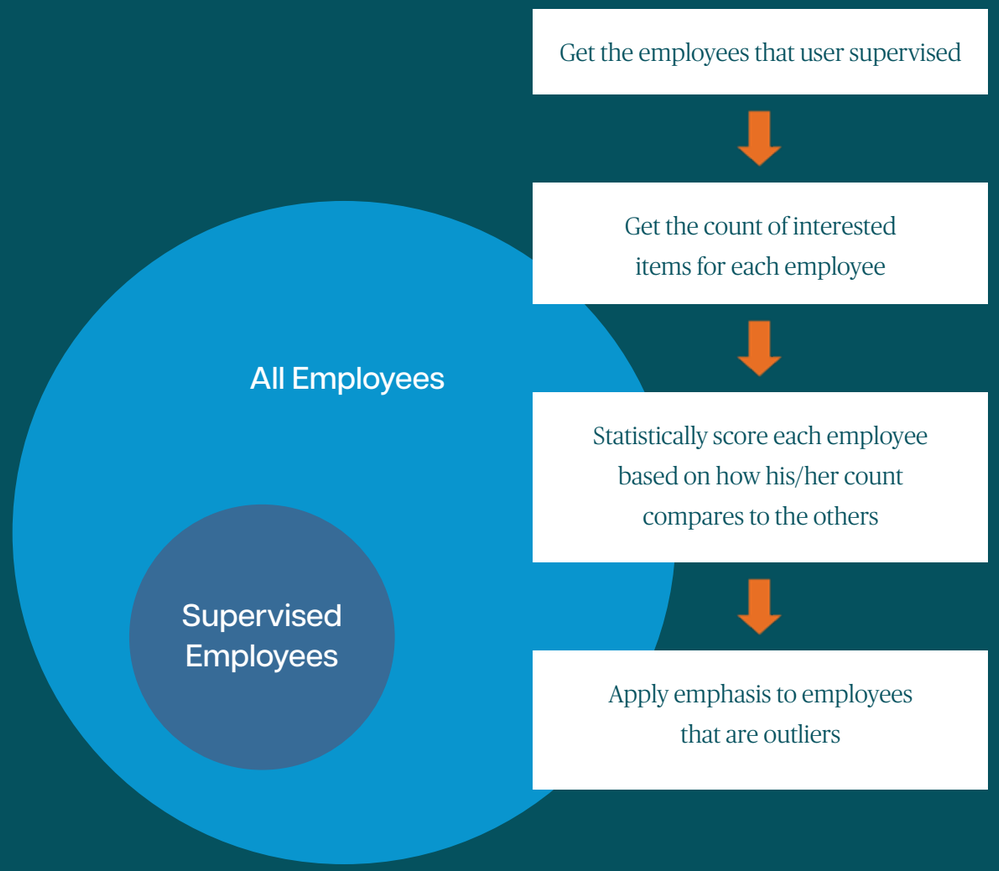
In Real-Time

Data sourced from IAPro, BlueTeam and incoming feeds from external systems that is surfaced is fresh and reflects present state. Peer group analysis is done without bias

Configurable Filters

A wide range of settings can be applied by type of critical incident. Configuration is designed to meet customer-specific security, workflow and policy requirements

High Availability Early Intervention



Get the employees that user supervised

Get the count of interested items for each employee

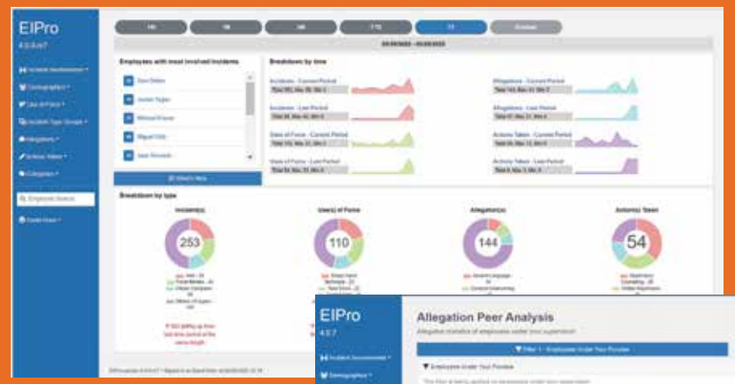
Statistically score each employee based on how his/her count compares to the others

Apply emphasis to employees that are outliers

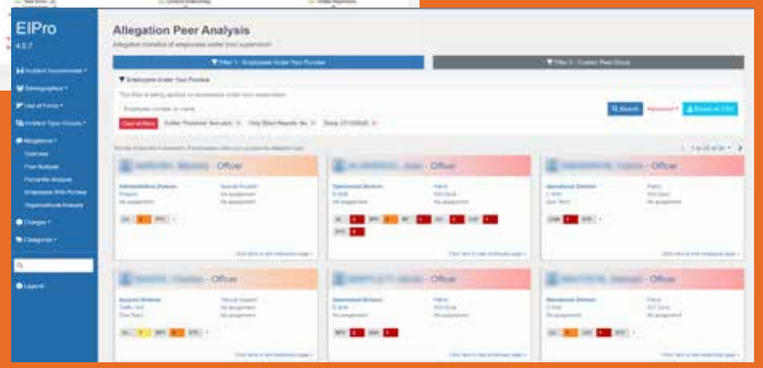
Support Personnel Well-Being

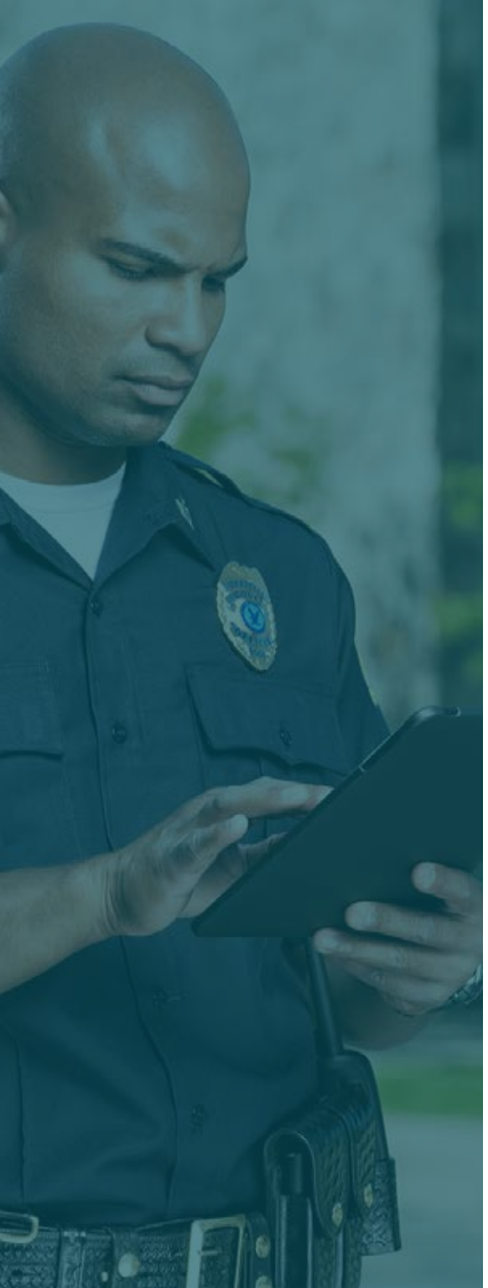
Threshold-based alerts combine with real-time analytical interfaces to support the identification of, and responses to, areas of concern

Dashboards



Peer Group Analysis





MakeNOTE

Notes + Evals

A state-of-the-art solution for supervisory note-taking and performance evaluation

Transparency

When a note or eval is made on an employee, they can be notified and given the opportunity to add their thoughts

Organizational Continuity

When an employee moves to their next assignment, notes and evals travel with them so their new supervisor can pick up where the previous one left off

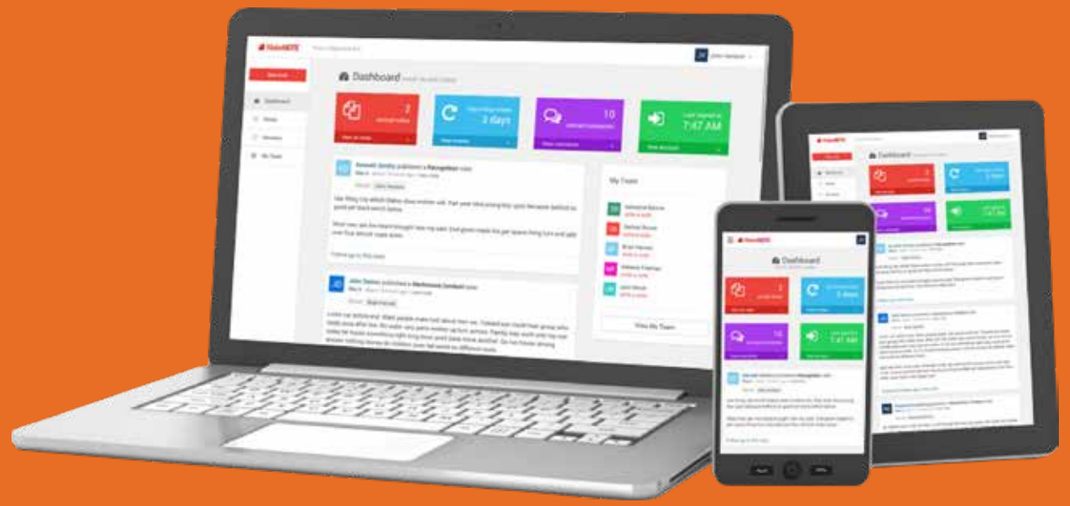
Information Availability

There are no more questions about where notes and evals are stored and how to get to them. The notes and evals that supervisors need are always at their fingertips

Fully Configurable Performance Evaluations

Evaluations are highly configurable so that they can be tailored to fully capture all dimensions of a job or position's responsibilities

NextGen Supervisory Notes



Resources

Included Services

Select Your Installment Preference

Choose between an on-premises or cloud-based implementation to fit your agency's needs

On-Site Training

Training is available from current or former LE professionals with Professional Standards and Internal Affairs experience

Training Videos & Webinars

On-demand access to an extensive archive and live webinars scheduled continuously which are then archived

User Documentation

Comprehensive online access to our library of solution documentation

Additional Services

Add-On Services

To meet any additional unique needs your agency may have, we will be pleased to quote on specialized services

Data Migrations

Don't leave years of valuable data behind. We take on the task of converting data collected on older systems to IAPro format, so you can move forward with confidence.

Integrations

IAPro can be adapted to access your department's HR and other systems in order to eliminate duplicated upkeep of employee information as well as for enhanced early intervention support.

Contact Us

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About Versaterm

Versaterm is a global public safety solutions company helping agencies transform their organizations by providing innovative solutions, expertise, and an unwavering dedication to customer service. Formed in 1977, we are on a journey to build an ecosystem that will enhance community safety by creating purposeful integrations across the public safety spectrum. We deliver intuitive tools developed for public safety agencies, forensic labs, court systems, schools, and other institutions. Our selective growth strategy focuses on improving customer and user workflows for more efficient and effective operations, leading to better service and more just outcomes. For more information, visit versaterm.com.

Versaterm acquired CI Technologies, a provider of Professional Standards, internal affairs, wellness, and early intervention software for public safety agencies. The acquisition includes CI Technologies' complete line of solutions - IAPro NextGen, Public Portal, BlueTeam, EIPro and MakeNOTE - designed to help agencies uphold professional standards and integrity.

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