



Versaterm SPIDR Tech

Provide the Service Your
Community Deserves

 versaterm



Building Goodwill with Community Engagement

You are an essential service organization. Yet the bar for what is expected continues to rise because of the service delivered in the private sector, often using technology. Community members trust organizations that provide immediate communication and transparency.

These same innovative solutions can help your agency serve people the way they want to be served without an additional resource burden. This care can translate into goodwill.

The platform enables you to provide better service by automating 9-1-1 caller and reporting party updates, providing enhanced victim care and allowing for ongoing communications with your community.



Patrol
Function



Investigation
Function



Insights
Function



Community
Engagement



Versaterm SPIDR Tech

**Serve people where they are—
the way they want to be served**

Your relationship with your community begins with your customers. Build trust while optimizing your agency's operations with the world's first automated customer service solution for public safety.

The suite builds upon best practices in the private sector and development was driven by years of on-the-ground experience in law enforcement. SPIDR Tech is designed to reduce administrative call volumes after a request for service is made, as well as lower resource demand on dispatchers, detectives, patrol officers and other staff.

Enhancing these communications helps public safety agencies improve public perception, build goodwill and decrease liability.

How SPIDR Tech Works

Update 9-1-1 callers, reporting parties, and victims automatically with customizable text messages and emails triggered by your RMS and CAD data. Send text-based surveys after an interaction with your agency to gather feedback and gain insights.

SPIDR Tech fits around your communications and investigation workflows.



INTEGRATE

Connects with your agency's CAD/RMS/CMS system



IDENTIFY

Determines the best way to engage the victim or caller: email or text



SEND

Automatically sends a custom message



GATHER

Collects feedback through mobile-friendly surveys

Features

➤ Total Control

Decide which CAD calls and crimes generate an automated message

➤ Easily Customizable

Choose your message text, questions, and when it should be sent

➤ Multilingual

Provide translations for languages represented within your community

➤ Simple Integration

Keep your existing CAD or RMS and let the platform modernize it

➤ Fully Automated Surveys

Surveys are triggered by your CAD or RMS data

➤ Built-In Analysis

Reports show trends based on variables such as location, office crime type, and more

➤ High Response Rate

Mobile-friendly surveys sent at optimal times have seen a higher response rate compared to traditional survey methods

How Your Agency Benefits

Declining satisfaction

Lack of regular communication can lead to dissatisfaction or a negative perception of your agency



Improve satisfaction with automatic informational updates and resources related to their call or situation

High call volumes & workloads

Can create a perception of unresponsiveness



Relieve stress on dispatchers, officers and others by reducing admin calls and callbacks

Difficulty gathering feedback

Typical methods have a <1% response rate and may not be from those who received service



Send automatically and directly to the person after an interaction

Wavering morale

Difficulty collecting and sharing positive feedback



Support a positive culture and boost morale with near real-time quantifiable data

Escalating liabilities & problems

Low visibility into issues that could become larger problems



Identify improvement areas before they get out of control using survey insights



SPIDR Tech Functions

Designed to Fit Your Agency's Needs



Patrol

Acknowledge & update your 9-1-1 callers and reporting parties



Insights

Gather & analyze feedback on your services



Investigations

Provide more support and updates to crime victims during the investigation and judicial process



Community Engagement

Allow community members to opt-in to receive important messages and surveys

Patrol Function

Provide immediate communication after an emergency call

Ensure emergency lines remain more available by communicating with 9-1-1 callers and reporting parties about the status of their request. By keeping them informed and reassured, you can reduce the number of admin calls required as well as callbacks.



Acknowledge Callers

Once an event is generated in your CAD, you can automatically send a text acknowledging the call and provide them with additional information and resources



Inform of Delays

If an event is waiting in your CAD for an extended period, you can automatically send a text informing them of the delay



Close the Loop

Once an event is cleared, the Patrol function can automatically send a text to the caller asking for feedback on their interaction

Automated Updates

Reporting parties are your customers, too. Some may be calling you on their worst day, while others may be calling as a good Samaritan

BENEFITS FOR

Community Members



Whether they're a victim, witness, or passerby, calling 9-1-1 can be extremely stressful. They spend their time giving dispatch the needed information while gaining very little information in return.

The Patrol function allows your agency to provide automated updates, such as acknowledging the call, offering resources, or letting them know there will be a delay. This alleviates community member frustration of not knowing what is happening.

Officers



Your dispatchers can only convey a limited amount of information to callers before the call ends. You can set expectations for your response by providing updates on officer arrival times or sending special instructions.

By providing basic updates about their call, you reduce the likelihood that they are going to contact you for more information which reduces admin calls. You also improve their experience and enhance the perception of your agency with that caller.



Investigation Function

Offer your crime victims more care

Delivering outstanding service to crime victims is an important part of your agency's work. Once an officer submits a crime report, the platform can automatically begin sending follow-up emails and text messages that will keep them informed as the investigation progresses.



Acknowledge

The system automatically sends an email and/or text message to victims, providing them with the information they need



Keep Victims Updated

Automatically send case updates to victims, including detective assignments, case dispositions and other RMS and case management system information



Close the Loop

When an arrest is made, update victims automatically of any court proceedings or case-related information

Serve Crime Victims

Regulations to provide more services and support to victims of crime from social agencies continues to grow and many require notifications about the investigation

BENEFITS FOR

Community Members



Crime victims want to know that they have been heard and something is being done. They need basic information, such as their report number or the name of the officer who took their report.

With the Investigations Function, you can provide what they require before they feel the need to call the department and ask. This type of full-service engagement matches the level of expectation set by what they experience in the private sector.

Officers



Community members often feel like they must jump through hoops to get the service they want, and they often lodge complaints or walk away with a negative perception of law enforcement. Every time that happens, it costs your agency money and makes it more difficult to accomplish your mission.

This system ensures that every victim gets the information they need, preventing those negative outcomes. Not only does this help improve your victim experiences, it mitigates liability and saves your agency personnel time.

Insights Function

Measure and improve your community interactions

Gather consistent, quantifiable feedback from the community members you interact with. Turn this feedback into actionable insights, and always know where you stand.



Automated Surveys

Gather consistent, quantifiable feedback from the community members who interact with your officers, dispatchers, and others



Customizable Questions

Ask the questions that matter most to you and your community



Analyze Via Spotlight Dashboard

See survey responses on a dashboard (charts, graphs, etc.) and analyze by filtering the raw data

Actionable Insights

Ongoing survey data lets you develop a baseline of customer satisfaction and see how the community responds to changes and initiatives within your organization

BENEFITS FOR

Community Members



Give community members a convenient way to provide feedback on their interaction with officers, call-takers and other staff. In addition to high-level customer satisfaction questions, you can ask about any issues your community cares about. They'll automatically receive a text with a link to a short, mobile-friendly survey.

Officers



Most agencies have difficulty getting quantitative data on how their community feels about their service. At best, they may send a survey through the city once every couple years. Automatically collecting survey information from the people who interact with your officers cuts through the noise so you can measure satisfaction over time and identify problems early. Agencies are using this survey data for CompStat and to quantify their success.

Connect with Your Community

Push out key updates and surveys to opted-in community members without needing to rely on social media



Send Text Blast Notifications

Alert community members of active road closures or other incidents that might impact access or travel in certain areas



Ask Your Community for Feedback

Create ongoing engagement with regular communications and requests for feedback on various topics



Invite Your Community to Events

Let community members know about upcoming events such as quarterly agency meetings or meet-and-greet opportunities



Testimonials

Testimonials



SPIDR Tech helps public safety agencies go from behind-the-curve to industry leaders when it comes to customer service.

– *Chief (Ret.) Jeff Halstead, Fort Worth Police Department, TX*



SPIDR Tech not only saved us tens of thousands of dollars, but also thousands of hours of manpower. And we're providing our community with customer service that we couldn't have provided before.

– *Chief John Peters, Grover Beach Police Department, CA*



SPIDR Tech is helping us complete telephonic reports, which are vital to our COVID response plan. It is keeping both our officers and our community members safer while we adapt to these new circumstances.

– *Chief William McManus, San Antonio Police Department, TX*



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](https://www.versaterm.com).

Versaterm acquired SPIDR Tech, a provider of an automated customer service solution sending text messages and emails directly to 9-1-1 callers, reporting parties and crime victims, along with mobile-friendly surveys to community members who interact with an agency.