



SUCCESS STORY

InterPortPolice cracks the case for promoting inter-agency collaboration with security and public safety organizations worldwide

InterPortPolice Secure Resource Member Exchange (SRMX) powered by tibbr brings transportation law enforcement, public safety and security agencies together to collaborate, share information and provide new levels of intelligence and productivity

Overview

Promoting inter-agency communication and coordination is a top agenda item among state and local governments and their Federal counterparts. Within law enforcement and public safety, the need for collaboration is critical as diverse agencies with overlapping jurisdictions must work together and share information and responsibility for public safety.

To ensure the security of international passenger transportation, it is imperative that local, regional and state agencies as well as national and international authorities cooperate and share information between organizations. This is where the InterPortPolice, an international association of Airport, Seaport and Transport Police steps in to help departments and agencies work together as a global force to prevent terrorism and serious transnational crime.

Making the Case for Social Collaboration

For more than 40 years, promoting inter-agency communication, cooperation and information sharing among air and sea port police, transportation and public safety agencies has been the front and center mission of the InterPortPolice. As a pioneer of information sharing among diverse agencies, the InterPortPolice are experts in facilitating information sharing. With the rise of secure collaborative platforms, it was easy to recognize how the positive aspects of social networking and new capabilities beyond document sharing would be extremely valuable to their member organizations.



Headquarters

San Pedro, California

Size

Members include 225 jurisdictions throughout 37 countries

Industry

Law Enforcement

Challenge

- Promote worldwide inter-agency collaboration to share operational information and intelligence between multiple public safety and security jurisdictions with aviation, maritime and transport responsibilities.
- Eliminate information silos and enhance situational awareness with location associated information
- Integrate with outside systems to deliver highly focused and relevant streams of information

Over the years, the InterPortPolice have hosted various types of portals and platforms to facilitate the needs of inter-agency collaboration and sharing among an international member base. So when they decided it was time to begin the search for a new software platform for their Secure Resource Member Exchange (SRMX), they knew exactly what they were looking for.

“ We appreciated the fact that tibbr is a innovative platform for information sharing and intelligence that met a long list of criteria. What sold us was that tibbr is still part of a billion dollar company that is a leader in data management and integration, works around the world, and knows government customers.”

Secretary General Jay Grant, chief executive, InterPortPolice

The daily work of InterPortPolice members is as diverse as the environment and locations they operate in. It was important that the SRMX platform could be accessed regardless of device and geographical location. “90% of our force is away from a desk 90% of the time, so how the platform worked in the mobile world was a key area of evaluation,” said Jay Grant, Secretary General, InterPortPolice.

Improving collaboration is an open and shut case with tibbr

The ability to integrate and display information from other programs and law enforcement systems was another area that was evaluated in-depth. Experience with government integration projects was an evaluation area that was of paramount concern to the InterPortPolice. While the evaluation team looked at many social network solutions, they fell short when considering experience with government integration projects and ability to integrate with business applications. “We appreciated the fact that tibbr is a innovative platform for information sharing and intelligence that met a long list of criteria. What sold us was that tibbr is still part of a billion dollar company that is a leader in data management and integration, works around the world, and knows government customers,” says Secretary General, Jay Grant, chief executive InterPortPolice.

The SRMX intelligence and information sharing platform powered by tibbr unleashes information silos that can hinder operational sharing among multiple aviation, maritime and transport jurisdictions. With a private and secure path to share role-based information and collaborate with subject matter experts InterPolice members are notified when new information becomes available, solve problems, and can

broadcast video or information between multiple parties a group or everyone on tibbr. Sharing information is secure and private and can be restricted by group, role, geography or any other defined aspect.

Acting local and thinking global with tibbr

As with any global organization, the ability to communicate and learn in your native language is essential to increase user adoption and engagement. The tibbr platform provides multi-language support to enable jurisdictions to interact and use the platform for local collaboration in their own language while still having a view into a secure hierarchy of global communications and information.

The tibbr geo-location features are a tremendous value to members that want to increase situational awareness by making use of location associated information. Imagine being able to click a “Where are you?” button and be able to know exactly where personnel are located in a large area like an airport.

Unlike traditional social networks where a user “checks-in” to broadcast their presence, tibbr takes advantage of location based information by automatically checking in personnel based on their location. With geo-location functionality, InterPortPolice members receive a rich stream of relevant information based on a map view of their location and its relevant subjects. By taking advantage of tibbr geo-location technology, the InterPortPolice provided members with augmented reality view so a member can point their smart phone and anything in view with a geo tag becomes an interactive object that can be clicked on to receive more information or can provide automatic notification of changes and updates.

“ We needed a trusted partner with an easy-to-use platform to help us break out of the insecure email bottleneck and offer streamlined text, voice, video and picture collaboration to participants across multiple jurisdictions and countries.”

Secretary General Jay Grant,
chief executive, InterPortPolice

In less than a year, InterPortPolice deployed the SRMX solution based on tibbr to more than 200 jurisdictional agencies throughout 37 countries. As the member base continues to grow, the capabilities surrounding delivery of critical information where and when it is needed is continually improving. With increased app integration and the ability to push focused information streams from multiple SME's, and law enforcement systems, tibbr provides the exponential increase in collaboration required to fight the borderless nature of serious crime and terrorism in the post 9/11 era.

Benefits

- A private, secure, mobile and role-based platform for members to exchange information, collaborate and network
- Simple and progressive notification options based on member role, location, countries, regions or other defined aspects
- Communication of critical, location-based information to the right person at the right time
- Direct connection with first responders and inspectors on the ground
- Integrated updates and alerts from various law enforcement systems
- Increased situational awareness with the transformation of physical places – like cargo containers, ships and airplanes into data hubs that can stream relevant insights to enable officers to respond appropriately in any given situation
- Accelerate and simplify the location of colleagues within in a large area like an airport or find an SME with specific knowledge by clicking a “where are you?” button
- Multi-language deployment so jurisdictions interact and use the platform for local collaboration in their own language while still having a view into a hierarchy of global communications and information

About tibbr With users in more than 100 countries, tibbr is the social enterprise platform that is revolutionizing the way we work, collaborate, learn and share. tibbr connects people, applications and data in context in an entirely personal way. tibbr brings together what matters – to individuals or groups – to get work done better, faster. It's an open, intensely flexible platform that can be delivered on premise or in the cloud. Learn more at www.tibbr.com.

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