

CBS Technology Berhad
Solmate™ RFID Case Study

EVIDENCE MANAGEMENT





Solmate™ R.E.M.S:- RFID Evidence Management System

The Client has a number of warehouses all over the country. These warehouses store a large quantity of items which are legally sensitive in nature. How do we ensure integrity with large amounts of items that are sensitive and must not be prone to errors?

Location : Malaysia

Segment : Government

Customer Background

The client has an enforcement force that gathers evidence and brings the perpetrators to court. The client has been actively and effectively enforcing the law and has amassed large amounts of evidence over time. These evidences are stored in large warehouses all over the country. At one point in time, the value of the items stored in the warehouses exceeded a hundred million Ringgit Malaysia.

Business Needs

Issues on the accuracy of location or retrieving the right evidence especially in a mountain of evidences are constantly challenging the enforcement team. Though all the evidences are labeled but the identity of the evidence may be faded or become unclear due to extended time in storage within the warehouse. As the number of cases increase, accurate documentation of the incoming and outgoing of items to court and for forensic purposes places a further burden to the manager of the store.

Being able to specifically identify and locate the right evidence in the storage area is a critical function. Besides the room, bays, bins, shelves, racks as well as containers need to have a clearly readable identification; all the evidences must also be labeled precisely. Most evidence officer become quite familiar with their environment and have no doubt about where something is that is "in the old cabinet in the back room." Unfortunately, once the evidence officer is retired or transferred to another location, then the successor will have trouble in locating the right evidence as well as identifying it. Besides, this may also cause



other issues if the identity of the item becomes unclear or unknown due to the fading or lost labels.

In fact, all the evidence and the evidence warehouse have to be managed carefully. Managing the evidence does not only mean managing the evidence object itself, it has a wider implication. The evidence is a core part to the impending court cases. However, typically it takes at least few months before the case is brought to the court. And the longest may take up to a few years. These evidences are stranded in the storeroom for a period of time before they are to be presented in court. During this lapse, the evidence may be mislocated, mixed-up or even damaged if it is not managed properly. Besides this, evidences may be transferred from one evidence storeroom to another thus making it much more difficult and complicated to handle and manage.

Looking at the importance and criticalness of the evidence and the court case, it is crucial to manage the evidence perfectly without mistakes. Failure in managing the evidence properly may cause the breaking of the "chain of evidence". Breaking of this important justice procedure may subsequently cause the case to be dropped. Presenting wrong evidence to the court may also cause the case to be dropped and the criminal to be freed. Therefore, it is extremely important to handle and identify the evidence correctly in order to make sure the "law" of the country is executed fairly.

Solution

After almost 1 year of exhaustive search and evaluation of solutions, the client selected Solmate(TM) R.E.M.S.

Solmate(TM) RFID Evidence Management System (REMS) provides a powerful solution for significantly reducing the issues of managing these sensitive evidences. The solution sets the foundation for the enterprise to be able to manage large quantities of sensitive evidence effectively. It ensures that all evidence that is received is itemized, tagged and stored appropriately and according to set procedures. Radio Frequency Identification (RFID) tags are use is fully integrated into the system to assure that every single evidence is uniquely



identified and tracked. Management of the evidence from the start of an investigation to the closure of the case (e.g. sales/destruction of evidence) is tracked and managed. Finally, Solmate™ REMS is fully customizable to support the unique standard operating procedure of the client which is ISO 9001 certified.

Summary and Benefits of the Solution

It is very important to electronically identify all evidence items. This ensures that all the items have a unique identity and to make sure the identity of the item does not fade or becomes irretrievable. The Solmate™ RFID Evidence Management System software, which computerizes all the evidence identity, information and records, makes the whole operations much more efficient and manageable. The following benefits are obtained with the Solmate™ RFID Evidence Management System:

- Reduces the need to collect data by cumbersome manual means.
- Reduce evidence searching and retrieval time
- Reduce manpower needs in handling, maintaining and locating the items and records
- Improve operation efficiency
- Open for future enhancements
- Reduce the probability in making mistake.
- Easy recovery of data and records.
- User friendly and easy retrieval of information
- Industry standard encryption for information security.
- Chain of evidence is kept through thorough data logging
- Unique and accurate evidence item identity
- Customizable record database and application

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