

# PPM 2000 case STUDY

## Software Innovation Meets Service Excellence— The Successful Implementation of Perspective at the Legislative Assembly of Ontario



The Legislative Assembly of Ontario  
Toronto, Ontario, Canada

**T**he Legislative Assembly of Ontario (OntLA), located in Toronto, Canada, is the seat of Ontario's provincial government. Its Legislative Security Service is responsible for upholding safety and security on the legislative grounds as well as in its buildings. They respond to and document approximately 2,300 incidents each year, ranging from presidential visits, to protest demonstrations, to medical emergencies. With such a wide array of incidents posing varying degrees of security risk, many of them highly political, OntLA relies on PPM 2000's Incident Reporting & Investigation Management software solutions to track, analyze, report and prevent incident activity.

After using their own cumbersome paper-based incident reporting system for a number of years, OntLA implemented IRIMS—PPM 2000's original flagship product—in 1997. Not only did IRIMS expand the breadth of incident data collected by OntLA with its extensive forms and fields, but the introduction of a computer database for information storage and retrieval hastened incident follow-up and increased the efficiency of security operations.

### The Challenge

In 2007, ten years after implementing IRIMS, OntLA was ready to move on to a new generation Incident Reporting system. Technological developments since IRIMS' creation in 1988 had left IRIMS outmoded and limited in functionality. As well, Microsoft had announced that it would be ending support for SQL 2000, the database platform on which IRIMS was built, by April 2008. As a result, PPM 2000 was forced to end support for IRIMS by the end of that same year.

After weighing their options for moving forward, OntLA purchased the Premium Edition of Perspective, PPM's current flagship Incident Reporting & Investigation Management system. Perhaps more than Perspective's next generation technological backbone and functionality, the deciding factor in OntLA's move to Perspective was PPM 2000's track record of superior customer service and support. Steve McGowan, Staff Sergeant at OntLA and a twelve-year veteran of the Security Service, states:

*"We've always had a positive relationship with PPM and that was probably 90% of why we went with Perspective. We've had a good working relationship from day one and have always received the support that we needed."*

Choosing Perspective as their Incident Reporting system of the future was only the beginning of OntLA's move from IRIMS. Before they could launch Perspective, they had to set up and configure the system to suit their needs, train approximately eighty users in its features and functionality and migrate ten years of valuable IRIMS data into their brand-new database, making it accessible for continued analysis and reporting.

## The Solution

When OntLA indicated they were ready to implement Perspective, PPM 2000 was there to assist them in meeting this challenge. As part of OntLA's Perspective purchase, PPM 2000 provided them with an Implementation & Deployment Program designed specifically for IRIMS clients moving to the Premium Edition of Perspective.

The team that PPM 2000 assigned to the implementation project was composed of Consulting & Training, Technical Support and Customer Service staff. Clint St. Jean (Senior Consultant at PPM 2000) spear-headed the project, with Steve McGowan providing direction on the client side.

Throughout the set-up, configuration and customization of Perspective, the service provided by St. Jean, Lenora Thomas (PPM 2000's Customer Service Manager) and others was top-notch. Every step of the process was explained clearly, information was readily available and the communication lines were always open. Says McGowan:

*"I spoke to them on the phone and, followed by a detailed email, I was fully informed of everything that was happening. They were always available to me if I had a question. I appreciated that because I had lots of questions!"*

In order to bring approximately eighty users at OntLA up-to-speed with the operation of Perspective, St. Jean spent a week conducting onsite training, two sessions per day. According to McGowan: "He did a great job for us. We worked him to the bone!" In addition, McGowan, along with another Staff Sergeant, attended a two-day training session at PPM 2000's head office to learn the ins and outs of administrating Perspective.

Once OntLA's users were fully trained and ready to switch Incident Reporting systems, PPM 2000's Technical Support team migrated their IRIMS data into their new Perspective system. Though the process was not instantaneous, it went smoothly. "It was slower than I expected, but everything went OK. It was just a blip on the radar. It wasn't an inconvenience at all," states McGowan.

## The Results

Three months later, when asked if PPM 2000's Implementation & Deployment Program for Perspective Premium achieved OntLA's objectives, McGowan happily replies: "For sure. I couldn't have asked for anything better."

Though OntLA's Perspective users certainly had to negotiate a sharp learning curve to move from IRIMS, a twenty-year old software program, to Perspective Premium, a cutting-edge Incident Reporting & Investigation Management system, McGowan believes they are getting accustomed to the program:

"Since we started, I think we've reported upwards of 600 incidents already. Now that we're a few months in and our users are becoming familiar with the different layout, the transition seems to ease day by day."

Overall, McGowan finds Perspective far more user-friendly and intuitive than IRIMS. He particularly appreciates Perspective's ease of administration and finds the security layers simple to set up, apply and modify: "I could even tell someone how to do it over the phone if they had administrative rights."

Further, McGowan believes that Perspective offers OntLA more analytical options than IRIMS did. The organization will soon be using one of Perspective Premium's add-ons, Perspective Visual Analysis, a product that generates visual representations showcasing the links between incidents, items, persons, organizations and vehicles:

"The biggest challenge for us in reporting incidents is to ensure that we enter as many critical details as possible to maximize the information output from Visual Analysis. Visual Analysis is a great product. The ability to show a timeline or graph that clearly outlines the nature of an incident or multiple incidents that are all related is a valuable tool, and the use of Visual Analysis for presentation purposes brings life to the information on the page."

Not only do Perspective's analytical and reporting options help managers grasp the nature of incident activity at OntLA, but the hard numbers and statistical information generated from Perspective also demonstrate the value of their Security Service. As McGowan explains:

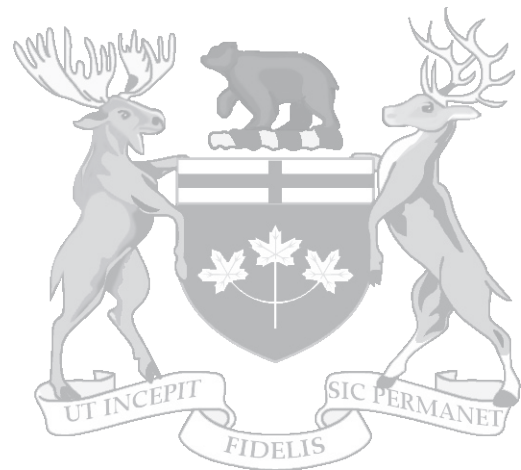
“It translates the vital services we provide into statistical data that justifies and supports us operationally, as well as in the boardroom, when looking for new budgetary considerations.”

With Perspective, OntLA is able to detect patterns in incident activity, predict issues with annual events, identify associations between known individuals and potential incident involvements, and even track court cases. Perspective provides the information they need to effectively respond to incident activity and improve their security operations. Explains McGowan:

*“Our members can log onto Perspective whenever they want and read any occurrence to better educate themselves—not only on events that have happened here in the past, but things that are coming up in the future. Education and knowledge are the key benefits of this software for us. If you take the time to input the proper information, it’s a great educational tool.”*

their ideas on to PPM 2000 for consideration in future Perspective releases. He is enthusiastic about this process, exclaiming: “If we get one of our suggestions in there, it just makes Perspective more like our own.”

When asked if he would recommend Perspective to others seeking an industry-leading Incident Reporting & Investigation Management system backed by solid customer service and support, McGowan responds: “I would and I already have.”



And on top of all this, McGowan appreciates PPM 2000’s commitment to creating software solutions that are client-driven. McGowan regularly polls OntLA’s Perspective users for suggestions for program improvement and forwards



PPM 2000 would like to thank Steve McGowan and the Legislative Assembly of Ontario for sharing their experiences with both IRIMS and Perspective. For more information on Perspective, its Implementation & Deployment Program, training options, data migration services or any of the other topics discussed in this case study, please contact PPM 2000 directly at [information@ppm2000.com](mailto:information@ppm2000.com).

Copyright © 2008 PPM 2000 Inc. All rights reserved. PPM 2000, the PPM 2000 logo and IRIMS are registered trademarks of PPM 2000 Inc. Perspective by PPM 2000, the Perspective by PPM 2000 logo and Perspective Visual Analysis are trademarks of PPM 2000 Inc. Microsoft, SQL Server and the Microsoft Gold Independent Software Vendor (ISV) Partner logo are trademarks or registered trademarks of Microsoft Corporation in the United States and other countries. All other brands, names or trademarks mentioned may be trademarks of their respective owners. Printed in Canada 09/08.



**PPM 2000 Inc.**  
10088 - 102 Avenue, Suite 1307  
Edmonton, Alberta T5J 2Z1

**1-888-776-9776**  
[information@ppm2000.com](mailto:information@ppm2000.com)  
[www.ppm2000.com](http://www.ppm2000.com)

