

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

The 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.