TCS DigiGOV™ Homeland Security

Public Services

Awards & Recognition

To know more
Visit the https://www.tcs.com/public-services page on tcs.com
Email: digigov.connect@tcs.com

About Tata Consultancy Services Ltd (TCS)
Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India’s largest multinational business group, TCS has over 453,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US $22 billion in the fiscal year ended March 31, 2020, and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the Dow Jones Sustainability Index (DJSI), MSCI Global Sustainability Index and the FTSE4Good Emerging Index.

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Today, law enforcement agencies worldwide are facing an unprecedented set of challenges, primarily due to their inability to keep pace with the digital revolution. To overcome these hurdles and serve people better, they need to leverage the power of emerging technologies and integrate disparate security solutions.

Knowledge of the strategic and tactical environment is essential to prevent and neutralize threats. At present, the homeland security market is flooded with several standalone domain/subject-specific tools, such as wearable and sensor-based devices. However, a lack of integration among them paralyzes the progress of law enforcement agencies.

TCS DigiGOV™ Homeland Security is a robust, scalable, and customizable law enforcement solution that integrates various policing processes across different departments within homeland security, ensuring information is easily accessible on a real-time basis. With several unique and interactive features, the framework enables geo-crime mapping, crime detection through fingerprint-based search, and much more.

### Overview

While law enforcement agencies are trying their best to curb criminal activities within their respective areas of jurisdiction, the absence of a single repository for crime and criminal records slows down their efforts. This leads to delays in criminal tracking, an increase in investigation time, difficulty in building criminal profiles, and inaccurate analysis of their modus operandi. Retrieving details from age-old crime and criminal records and the maintenance of physical data makes the entire process all the more cumbersome.

Also, the difficulty in tracking the exact availability of manpower and merchandise in times of emergency, the lack of uniformity in processes and maintaining the service records of employees, and non-compliance to guidelines have made work even more difficult for law enforcement agencies. Hence, governments all over the world are now looking for an intelligent solution that can address these challenges.

The TCS DigiGOV Homeland Security solution is an end-to-end crime and criminal tracking network system for state home departments and their law enforcement agencies. Compliant with NCRB (National Crime Records Bureau) guidelines, the framework provides various citizen-centric services proactively and efficiently to help law enforcement agencies leverage digital technologies and make their cities safe and resilient.

### Our Solution

Acting as single centralized crime and criminal repository, the TCS DigiGOV Homeland Security solution is powered with the following features that make it an end-to-end homeland security solution for law enforcement agencies:

- **Single Centralized Crime and Criminal Repository:** Case management, crime scene management, criminal database, evidence management, field reporting, incident mapping, investigation management, criminal profile with ad hoc reporting capabilities.
- **Pocket Cop Mobile Application:** Leverages the centralized repository of crimes, criminals, and organized criminal gangs, enabling the real-time search of vehicles and accused involved in any crime and providing 24/7 access to information.
- **Digitized Crime Records:** Digital enablement of the entire ecosystem per government guidelines, reducing duplication of work.
- **Single Gateway:** Allows all stakeholders to access various services provided by all the entities of the state home department.
- **Flexible and Scalable:** Highly scalable with flexible deployment models (on cloud / on-premise).
- **Citizen-Centric Services:** Provides best-in-class citizen-centric services and eventually brings all G2G and G2C services within the purview of the Home Department to obviate the need for citizens to visit the department’s offices.

### Benefits

TCS DigiGOV Homeland Security solution helps law enforcement agencies reap the following benefits:

- **Usber in Digitalization**
  - Preserve digitized crime records as per standards and make them easily accessible
  - Enable geo crime mapping, crime statistics integration across states, and e-challan integration with RTD
- **Crime and Criminal Tracking Network System**
  - Use fingerprint-based search, past crimes, crime patterns, etc., to detect crimes
  - Allow bar-coded tracking of seized property by FSL
- **Make Work Easier**
  - Maintain uniformity at all levels from data collection to processing (FIRs, chargesheets, certificates, reports, etc.)
  - Enable model civic center setup for petition/licenses/certificates issued by various law enforcement agencies
- **Compliance Assurance**
  - Ensure compliance with interoperable criminal justice system guidelines
  - Ensure compliance with NCRB guidelines

### The TCS Advantage

TCS has always believed in delivering real value to its customers. By leveraging our services, governments and law enforcement agencies can reap the following benefits:

- **Business Experience and Contextual Knowledge Across Domains:** With 13+ years of experience (implementation and execution) and 50+ million records processed, our very experienced and knowledgeable teams have a solid industry background, rich contextual knowledge, and possess a client-first mentality. They are well-versed in delivering strategic solutions to fulfill the requirements of law enforcement agencies.
- **Modular, Digital, Innovative Solution:** Our TCS DigiGOV Homeland Security solution is a highly scalable and customizable solution that addresses the key pain areas of home departments such as crime prevention and crime detection. It also has a single integrated uniform system for all state police stations for easy crime detection.
- **Award-Winning Intelligent Solution:** The solution has already been adopted by several governments and agencies and has won numerous awards, including: CSI Nihilent (only police project for enterprise approach), SKOCH (Order of Merit and Gold Award for Smart Governance); FICCI (FICCI Smart Policing Award); NCRB (Best Practice Award - Pocket Cop & eGajCop); and Good Practices in CICTMS 2020 award (top rank in the Advanced States category). In his capacity as Gujarat Chief Minister in 2013, India’s current Prime Minister Narendra Modi heralded TCS’ DigiGOV Homeland Security solution.
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