

# Case Study - Housing Authorities

## Obstacle:

A rise in criminal activity prompted housing authorities to increase their security efforts.

## Solution:

iTrak Incident Reporting & Risk Management software solution enabled the Non-Profit Housing Authority to electronically collect, store and analyze digital information obtained from CCTV surveillance cameras, photographs and written reports.

## Contact:

[www.iviewsystems.com](http://www.iviewsystems.com)

Increased criminal and related activities prompted a Non-Profit Housing Authority to investigate and purchase the iTrak incident-reporting software system to enhance their security efforts.

iTrak enabled the Non-Profit Housing Authority to electronically collect, store, and analyze digital information obtained from CCTV surveillance cameras, photographs and written reports.

The Security Department utilized iTrak to collect and organize detailed subject profile data and related activities (including video and digital image evidence) to support on-site, law-enforcement investigations and surveillance initiatives.

Information from the iTrak system has assisted local and federal authorities to conduct a major arrest of multiple suspects for various criminal offences since implementation.

The Non-Profit Housing Authority is planning an expansion of the iTrak system to incorporate the security dispatch module and ensure effective communication with the Security Department command center while officers are dispatched to investigate on-site issues.

The implementation and utilization of the iTrak system can be replicated by other Housing Authorities who need to organize their security environments, while improving effectiveness, efficiency and overall security and safety of their tenants.