



Michael J. Magnant
CHIEF OF POLICE

City of Portsmouth, NH

Police Department



Len DiSesa
DEPUTY CHIEF OF POLICE

March 26, 2009

Mr. Milan Mueller
The Omega Group
5160 Carroll Canyon Road
San Diego, CA 92121

Dear Mr. Mueller:

The Portsmouth Police Department successfully implemented the use of The Omega Group's Crime View software in April 2008, after receiving one-on-one training from Marco Angeli, GIS Technical Services Analyst. Marco, along with Senior Project Manager Jeremy Duval, helped our department mold Crime View into a product that specifically met our needs, tailoring the program to focus on our areas of concern. Marco and Jeremy were very professional, and they provide constant on-going support which has allowed us to create a solid working relationship with The Omega Group. Their quick response to questions and concerns, and their willingness to improve the software in ways that benefit this department has made Crime View a product that I would recommend to other agencies.

Crime View allows me to query and map information in half the time of other programs, and it also relays information in a way that represents the "big picture" of crime in the city. For example, officers see the activity that goes on in their assigned beats day-in and day-out, but they do not see everything that is happening in the other beats around them. Crime View mapping depicts activity throughout the city, giving a visual comparison of action throughout all beats. This visualization makes it much easier to pick up on crime patterns that are occurring in various areas, allowing us to more effectively deploy our officers.

Crime View is also very "user-friendly", making the process of querying and analyzing data less time consuming and more accurate than other programs. We look forward to continuing on and growing with the product in the future.

Sincerely,
Krista Xintaras
Crime Analyst/Quality Control
Portsmouth Police Department