



**SAINT JOHN
POLICE FORCE**

**PO Box 1971
Saint John, New Brunswick
Canada E2L 4L1**

*Service De Police De Saint John
C.P. 1971
Saint John Nouveau-Brunswick
Canada E2L 4L1*

*"We Serve and Protect – with
Respect"
"Nous Servons et Protégeons –
avec Respect"*

William G. Reid
Chief of Police/ Chef de Police

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SAINT JOHN

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March 06, 2009

Mr. Milan Mueller
The Omega Group
5160 Carroll Canyon Road, First Floor
San Diego, CA 92121-1775

RE: CrimeView Desktop

Dear Mr. Mueller;

The Saint John Police Force has completed implementation of CrimeView Desktop as our core crime analysis and crime mapping application. We would like to acknowledge the high quality, very capable and professional support of the *Omega Group* team – and especially the excellent support and exceptional development/integration skills of Bruce Silva. Thanks Bruce ...you've been super!

CrimeView Desktop is an outstanding product which nicely satisfies the need for powerful analysis in support of our Intelligence-Led Policing (ILP) business model. Fully integrated with our Record Management System (RMS), CrimeView provides capacity for real-time query and analysis during ILP Crime Control Meetings. CrimeView Desktop excels at both purposeful, meticulous crafting of high-end analysis products for distribution; and *ad hoc* yet meaningful crime mapping and tables generated in support of real-time conversations-that-matter during Crime Control Meetings.

All of this against a backdrop of exemplary development and support by the *Omega Group*. Through the process of integrating CrimeView with our RMS, our knowledge management processes have become more effective, and our RMS integrity and data quality more pervasive and robust. All-in-all, an unexpected but most welcome consequence.

Sincerely,

Brian A. Malone
Director Knowledge Management