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ADVANCED JUSTICE

New Mexico’s Administrative Office of the District Attorneys uses Gateway solutions to make prosecutors more effective.

Using technology to strengthen criminal justice and promote professionalism among prosecutors is part of the mission for New Mexico’s Administrative Office of the District Attorneys (AODA). Created in 1984, the AODA supports district attorneys’ offices statewide, delivering vital services such as fiscal administration, personnel administration, staff development, victim notification coordination, automation development and coordination, and forensic evaluation program administration.

The AODA credits Gateway technology — desktops, laptops and servers — with helping to perform these tasks reliably, effectively and efficiently.

The agency began deploying Gateway® E-Series desktops in 1999 to support more demanding law enforcement information systems, said

Eddie Chavez, information services manager for the AODA.

“We had a new case tracking system, which needed a little more power on the desktop,” he said. The AODA replaces its Gateway desktops every three to four years, ensuring the technology remains up to date.

Since acquiring its first Gateway E-Series desktops in 1999, the AODA has deployed 800 Gateway desktops in 39 district attorneys’ offices statewide.

“Each user has one on their desk and is able to access the [case tracking] system,” Chavez said.

In addition, the AODA purchased Gateway 800 and 900 Series servers to handle file and print services. “I think the cost of ownership is pretty reasonable for these units, and they’re easily upgradable,” Chavez said. “They have everything we need for a file print server.”

CUSTOMER PROFILE

AGENCY:

New Mexico Administrative Office of the District Attorneys (AODA)

MISSION:

Support the administrative and technological requirements of 39 district attorneys’ offices located throughout the state.

OBJECTIVE:

Implement state-of-the-art technology to support case management applications and other information systems.

GATEWAY SOLUTION:

Gateway desktops and servers connect district attorney office personnel to vital case management data and productivity software. Wireless Gateway notebooks and

tablets enable prosecutors to access the data they need directly from the courtroom.

ROI:

The AODA credits Gateway technology with helping district attorneys’ offices operate more effectively and efficiently.

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IN THE COURTROOM

The agency relies on Gateway mobile technology for gathering evidence at crime scenes, showing PowerPoint presentations in court, and other tasks, Chavez said. In all, the district attorneys' offices use 150 Gateway notebooks and convertible tablet PCs.

Some of the district attorneys' 39 offices also have implemented wireless networks, giving prosecutors a link to vital information in the courtroom.

"We've put wireless access points in some areas, so they can actually access the main file server to get to the case management system from their portables," he said. In addition, the AODA intends to use wireless technology to connect nearby offices.

GATEWAY SUCCESS

The AODA acquires its Gateway equipment through New Mexico's Save Smart procurement program. Implemented by Gov. Bill Richardson, the program saves tax dollars by promoting collaboration between state agencies and institutions to boost the state's purchasing power.

The AODA has used other vendors in the past, but Chavez said Gateway consistently meets the agency's requirements.

"Gateway is responsive when it comes to technical questions, plus the value for the price is really good," he said. "They have a local sales regional manager that travels through New Mexico, and

it's nice to have an individual you can actually speak to, see and express concerns to."

Furthermore, resolving support issues is quick and easy, according to Chavez.

"Any of my engineers can call Gateway's support office and give them our login," he said. "Then we just give them the serial number, and tell them what the problem is and what we need. Gateway sends us the part the next day and we put it in."

Gateway also supports the district attorneys' annual training conference by providing mobile computer labs.

"Basically all of the district attorneys' offices come together. Attorneys have to earn Continuing Legal Education to keep their licensing," Chavez said, adding that the three-day conference offers a wide array of instruction, including computer training for courtroom presentations.

"Gateway just brings in mobile labs that have laptops, access to links and all that kind of good stuff, and they're able to conduct training for us," he said.

Technology is vital for modern law enforcement agencies as they cope with rising caseloads and more sophisticated criminals. Gateway helps the New Mexico AODA keep pace with those requirements through advanced desktops, mobile technology and servers.

Thanks to the efforts of the AODA and Gateway solutions, the district attorney work force functions more efficiently and effectively.