

## **SAMSUNG Knox**

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# Transforming a historic police force with modern technology

Samsung Galaxy devices, Knox Suite, and Samsung DeX have revolutionized how the Chicago Police Department works.



## Facts and figures

**10,000+**

Number of Samsung Galaxy devices deployed by the Chicago Police Department

**33%**

Saved on device management costs using Knox Suite

"The amount of time it takes us to provision a phone now compared to 3 years ago is cut down, I'd say **75%**"

**Dan Sullivan**

Chicago Office of Public Safety Administration



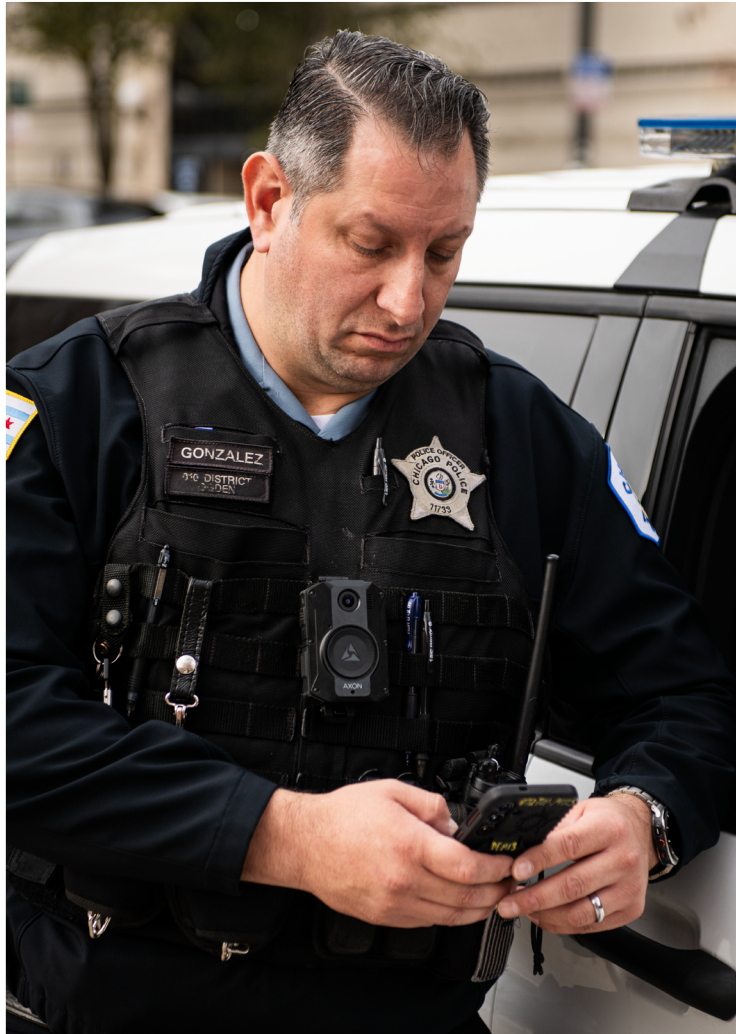
### 01 About the company

## Chicago Police Department

Founded in 1835, the Chicago Police Department is the second largest police force in the USA. Since 2018, the department has revamped their technology to better suit the needs of their officers and the department as a whole.

By deploying over 10,000 Samsung Galaxy devices to date, installing custom-designed DeX systems into their vehicles, and managing their devices with Knox Suite, they have taken a legendary police force into the future.





## 02 Challenge

# Putting more officers on the street, while keeping them connected

The Chicago Police department wanted officers to be more community-facing and keep them from spending too much time processing paperwork.



**Powerful devices** were needed to ensure officers are not only connected, but have access to data, documents and permits at any given time.



**Mobile capabilities** were needed in order for officers to work remotely on the streets, or in their vehicles, but also to allow them to complete their work back in the office.



**Centralized device management** allows the department to ensure valuable data is secure, compliances are met, devices are working optimally, and users have a unified experience across all devices.





### 03 Solution

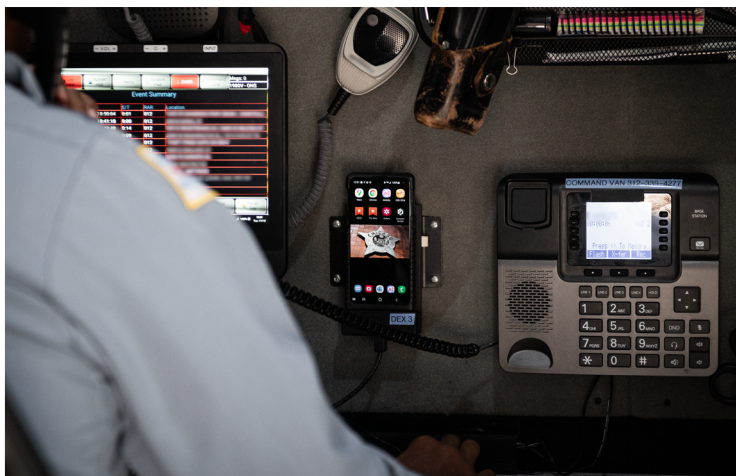
## Transforming police work

Knox Suite, Samsung Galaxy devices, and Samsung DeX offer an all-round package that covers the department's needs.

In 2018, the department went from having 3,000 clunky laptops in their vehicles to deploying currently over 10,000 Samsung Galaxy devices to officers and vehicles across the city.

Managed with Knox Suite, and paired with Samsung DeX, these devices have revolutionized how the department works by having everything on one device.

Each device is prepared with Knox Configure, ensuring a seamless transition between devices, and making sure every officer has exactly the apps and documentation they need on their device.



Trust is immensely important for what we're doing in public safety IT... they've [Samsung] been there for us every step of the way.

**Denis Baliga**

Chicago Office of Public  
Safety Administration



#### 04 Result

## Cost savings and efficiency across the force

From device management to paperwork, digitalization has saved the Chicago Police Department in costs, time, and workload.

### Keeping officers focused

- Thousands of Galaxy devices have given officers the ability to be more community-facing.
- Any device or software issue can be resolved remotely without affecting their daily work thanks to Knox Suite.
- Information and critical documentation are available immediately through their devices, eliminating the need for multiple physical paperwork.

### Specialized hardware made for the job

- Conveniently connecting their Galaxy devices to Samsung DeX, offers officers the convenience of being able to work on a monitor wherever they are.
- Their Samsung Galaxy devices make it simpler by only needing one device to work from in the office, on the street, or in the vehicle.

# SAMSUNG Knox

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