



Enhancing
National Security
through IT

Homeland Security

Achieving **Star** of Operational Excellence

Leveraging on best-of-breed software and hardware, we integrate your exact requirements to achieve proprietary operational excellence in our homeland security solutions. Our expertise is centred around five critical domains:



Police Services



From e-police services for convenient public access to police justice systems which interface with judiciary systems, our solutions enhance communication and work efficiencies.

In our Incident Reporting Solution, for example, the public enjoys the ease of self-lodging a police report via the internet while the police benefit from an automated station and report diary.

For the processing of traffic offences, our Traffic Incident and Violation Solution automates the tracking of parking fines and other traffic related offences.

Our Criminal Investigation Solution spans from redesigning your manual processes to monitoring the workflow for better allocation of resources, and facilitating casework through analysis of trends. It also allows supervisors to track the workload of the case officers and can even be integrated with our Incident Reporting Solution as well as the court system to reduce unnecessary duplication of data.

Our Criminal Records Solution is a centralised hub that provides law enforcement agencies with the first line of defence to screen suspects with known or linked criminal records. With tight controls for confidentiality, access is dependent on the role played by each authorised officer. At the same time, the system is easily accessible via multiple channels.



Immigration and Registration

Our Immigration and Registration Solutions for the passport applications, identity cards, citizenship, work permits and other immigration-related documents, help to improve efficiency, enhance approval processes as well as enforce policy compliance for the national agencies.



The public benefit from having multi-channels of application – through internet, via post or

physical presence – as well as faster and more accurate processing when they go through clearance.

Our Immigration and Registration Solutions support advanced identification technologies and deploys efficient workflow systems for the issuance and processing of passes and permits. Our Advanced Clearance Solution processes people and vessels information ahead of time to facilitate smooth entry and departure.

Our solutions eliminate manual form processing for services such as records of births, marriages and deaths. The centralised database is accessible by authorised agencies and the system allows automatic validation and integration with other information hubs for greater productivity.

NCS enhances the service level of any immigration agency by enabling their services to be placed online. These e-services benefit citizens, permanent residents and visitors by allowing them to apply for your agency's services at their convenience, anywhere and anytime. Some of our growing e-services includes passport application and renewal, citizenship application, permanent resident application, visa application and student pass application.

To further enhance the experience, we can also integrate an online appointment booking system that will minimise the public waiting time when they visit your agency to perform the various immigration services such as the collection of documents and passes.

Prisons and Rehabilitation



Our Prison and Rehabilitation Solution is a comprehensive one that applies new technologies to innovatively manage all aspects of penitentiary care in an efficient and people - centric manner.

To ensure the safe and secure custody of inmates, we have an Integrated Security Module that links a large and varied number of surveillance tools ranging from motion detection to a communications and alarm system. In addition, our Movement Tracking Module monitors the whereabouts of all inmates through discrete but tamper-evidence identification technology.

Penal administration is taken care of with minimal paperwork through a comprehensive range of Operational and Rehabilitation Modules such as Admission, Discharge, Medical and Inmate Personal Route Map. Together, they offer a host of functionalities to manage inmates' incarceration and to address their rehabilitation needs.

The concern to help integrate the inmates back into society has led to the Aftercare Module, which selects inmates eligible for employment and identifies appropriate training programmes for them.

Fire and Emergency Response



Our domain knowledge of the firemen's challenges has led to effective solutions to lighten their workload and make their job easier.

Our Station Management Solution frees them up to focus on their primary task of fire fighting, by taking care of the operational and administrative chores.

It keeps track of daily activities such as duty rosters and attendance, drills and exercises and station visits. Its personalised dashboard also acts as a management tool, providing statistical data for planning and decision-making.

It also includes modules to monitor and identify nuisance callers and take remedial action against them as well as modules to test the physical fitness of the firemen, track their training and certification progress, and to handle registration for public education courses.

Fire response encompasses the handling of hazardous materials (hazmat) incidents, the effectiveness of which is dependent on timely and accurate information coupled with appropriate decision management.

To do this, firemen have an invaluable tool in our Hazardous Materials Information Solution. It offers integrated information from multiple sources and databases with sophisticated content-matching technology while prompting ground units with the proper procedures to deal with a particular hazmat. It also provides the commanders with a comprehensive situation picture that enables them to make informed decisions in a timely manner.

Narcotics Enforcement

To facilitate a personalised approach which can take in the specific circumstance of each individual, we deploy collaborative case management solutions for narcotics enforcement.



In the Investigation Case Management Solution, all the information pertaining to a case is stored in the same e-case file, which is accessible to authorised officers from the relevant agencies. While the individual is undergoing treatment, he is tracked under the Supervision Case Management Solution.

The systems can interface with each other. In the case of the supervisory system, it also interfaces with other agencies handling rehabilitation and drug testing. By so doing, paper work is reduced and productivity of the officers boosted while retaining a holistic view of each individual.

Prevention is a key enabler in the anti-narcotics movement. As such, we have also developed an Education Programme Management Solution to facilitate the effective dissemination of the message.

Improving our world and the lives within it

NCS is committed to facilitate homeland security through our suite of security solutions, domain knowledge and best practices learned, always focusing and fulfilling your agency's homeland security needs, to enable a seamless, safe and efficient nation.

NCS Homeland Security Solutions

NCS Expertise in Five Critical Domains	Offerings
Police Services	<ul style="list-style-type: none"> • Incident Reporting Solution • Traffic Incident and Violation Solution • Criminal Investigation Solution • Criminal Records Solution
Immigration and Registration	<ul style="list-style-type: none"> • Immigration and Registration Solutions • Immigration and Registration e-services • Advanced Clearance Solution • People Registration Solution
Prisons and Rehabilitation	<ul style="list-style-type: none"> • Integrated Security Solution <ul style="list-style-type: none"> - Movement Tracking Module - Admission and Discharge Module - Records Management Module - Rehabilitation and Incare Module - Aftercare Module • Prison and Rehabilitation Solution
Fire and Emergency Response	<ul style="list-style-type: none"> • Station Management Solution • Hazardous Materials Information Solution • Human Resource Management Solution
Narcotics Enforcement	<ul style="list-style-type: none"> • Narcotics Case Management Solution <ul style="list-style-type: none"> - Investigation and Supervision Module - Education Programme Management Module - Licensing Management Module

Providing End-to-End Homeland Security Solutions

Terrorism and other threats may have put the spotlight on homeland security recently but NCS has understood this need for more than 20 years. In partnership with a wide range of government agencies, we have built our expertise and developed solutions that combat crime, improve public safety and enhance national security.

The hallmarks which distinguish our applications are:



By leveraging on our extensive domain knowledge and technological excellence, you can raise the bar in your homeland security processes. Be it a small scale deployment or a nationwide system, we have the skills and services you need.

As your one-stop strategic information technology (IT) service partner, we offer a total solution ranging from business processes re-engineering (BPR) to systems integration and deployment as well as infrastructure support.

We are committed to ensure timely delivery and smooth implementation of our solutions, always creating and delivering value to meet your security needs.

Our services include:

- Business Process Study
- Change Management
- Project Management
- Systems Integration
- System and Performance Testing
- Training
- Facility Management
- Helpdesk
- Business Continuity Support



NCS Group is a leading information technology (IT) and communications engineering service provider with about 7,000 staff located in more than 10 countries across the Asia Pacific and Middle East regions.

NCS has in-depth domain knowledge and unique delivery capabilities which focus on defining, realising and sustaining Business Value for its Customers via the innovative use of technology.

With proven expertise in consulting, development, systems integration, outsourcing, infrastructure management and solutions, gained while serving government and commercial organisations across the region, NCS delivers end-to-end support for every organisation's technology needs.

Headquartered in Singapore, NCS is a wholly-owned subsidiary of the SingTel Group.

what you can do

Contact NCS at reachus@ncs.com.sg today! Discover how you can effectively engage NCS, and leverage on our proven solutions, expertise, experience, methodologies and partnerships for business advantage and real value.

