

A practical guide to implementing integrated mobile technology in your agency



Choosing the right mobile technology and provider for those solutions is a crucial decision for your agency that may feel overwhelming. This guide, inspired by the partnership story of the Indianola Police Department (IPD) and Verizon Frontline, answers common questions you may have when choosing the mobile technology that best fits your needs.

1. We handle sensitive information. How secure is our data on these Verizon Frontline devices?

We understand that data security is your top priority. It's also why the IPD chose Verizon Frontline, a portfolio of solutions with robust security features, including mobile device management (MDM), encryption and strict access controls. These features can help empower your agency with:

- Centralized control for locking and wiping of lost or stolen devices
- Encryption that helps protect data both on devices and while in transit
- Access controls to restrict unauthorized access to sensitive information

When IPD's leadership faced a Division of Criminal Investigation (DCI) inquiry, they found that their data was protected by a series of security protocols. This real-world example of data security helps demonstrate the effectiveness of these security measures in protecting sensitive data.



You know you have awesome security if a DCI tech that works daily with this type of evidence gathering is unable to get to it without getting the assistance via Verizon in the facilitation of the investigation.”

–Pat Allsup, Departmental Administrator, IPD

2. How can Verizon Frontline help my agency comply with data retention policies and legal regulations?

When you partner with Verizon Frontline, you can leverage a centralized approach to help manage your data more securely and help reduce the risk of noncompliance or an accidental data breach. We have a suite of vetted partners that can support data retention policies and legal regulations. Because security is built into its design, Verizon Frontline can help:

- Support compliance by centralizing data management through MDM
- Restrict devices to work-only use, securing data with features including remote locking and wiping
- Streamline digital data collection and storage with integrated body cameras

These improvements helped the IPD with auditing, legal discovery requests and internal data retention policies—and they could help your agency with these types of tasks, too.

3. What can we expect from the design and implementation process?

Verizon Frontline, the advanced network and technology for first responders, is built to seamlessly integrate with your current technologies and workflows. The process begins with our solutions architects collaborating with your team to understand the current technology and systems of your agency and finding the design that works best for you. Once design is done, our personalized approach helps deliver a more efficient implementation process that can help avoid disruptions to your daily operations.

The timeline for implementation can vary depending on the size of your department, the number of devices and the policy on how many units per day your department plans to deploy. Our team works closely with your agency to come up with a plan that fits your needs and timeline. The process involves frequent feedback loops and troubleshooting, allowing for ongoing refinements.



My CSG support rep for setting up at the beginning was so patient and literally walked me through every step – explaining all the way through so I knew what to expect.”

– Pat Allsup, Departmental Administrator, IPD

4. How cost-effective are Verizon Frontline solutions, keeping our budget constraints in mind?

Verizon Frontline offers different solutions to fit your needs and budget. Whether you're looking for a solution that scales with your organization or something more immediate, we can adapt the plan to meet your goals. For example, Verizon Frontline can help your team consolidate hardware – combining the functions of both a body camera and a mobile phone into a single device. This not only reduces up-front equipment costs but also simplifies maintenance and support, lowering ongoing operational expenses.

With communication, data capture and reporting all managed through a unified platform, your team spends less time managing multiple systems and more time focusing on core tasks. This flexibility makes Verizon Frontline a smart choice that delivers both savings and performance.



I think any department, big or small, would benefit from this setup, and it is very cost-effective and saves money in the short and long term.”

– Pat Allsup, Departmental Administrator, IPD

5. What kind of training and support can we expect after implementation?

In addition to new, innovative solutions and hardware to help your teams achieve their missions, we also offer a dedicated support team, available to assist you with any technical issues or questions. We provide comprehensive training resources, including online videos and personalized sessions, such as those successfully utilized by the Indianola Police Department. Verizon has worked alongside America's first responders for 30 years and counting – helping agencies around the country be mission-ready today and tomorrow.



They have online video as well as training sessions with the support – they go through everything – and record those training [sessions] for you and send them for referral.”

– Pat Allsup, Departmental Administrator, IPD

To learn more about how Verizon Frontline can benefit your public safety department, visit verizon.com/frontline.

If you'd like to know more about how the Indianola Police Department partnered with Verizon, visit verizon.com/business/resources/customer-success-stories/indianola-police-department-advanced-wireless-communications.