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TransCOR Information Technologies Equips Department of Homeland Security TransCOR's Rugged Mobile Wireless Computer Systems Tightened Security at Democratic and Republican National Conventions

Georgetown, MA (October 5, 2004) -- Rugged mobile wireless computers - both handheld devices and computer workstations are deployed by the US Department of Homeland Security (DHS), and helped to beef up security during the Democratic and Republican National Conventions this summer.

Due to heightened expectations of attempted terrorist attacks at national events, the US Department of Homeland Security (DHS) has implemented measures to create barriers against potential threats and increase public safety.

TransCOR Information Technologies of Georgetown, MA joined with Homeland Security to tighten security during the Democratic and Republican National Conventions. Aimed at targeting potential threats rapidly, TransCOR provided, installed and integrated Panasonic Toughbook rugged wireless mobile devices for Homeland Security - in-vehicle mobile computers, hand-held devices, and fixed location rugged wireless systems - for instant data communications and information retrieval during the conventions.

TransCOR implemented these rugged mobile wireless systems for the Department of Homeland Security during the Democratic National Convention (DNC) held at the end of July in Boston. The overwhelming success of security efforts during the Democratic convention led to installations during the Republican's national gathering. According to a Homeland Security spokesman, in New York City the threat was greater, the audience was bigger, and there were more federal sites to be protected.

Homeland Security agents used these wireless rugged mobile systems during the conventions to help identify suspicious individuals and potential threats. The rugged systems run secure software developed by Aether Systems of Marlboro, MA. These warrant and identity checker programs have encrypted messaging capabilities along with software that can instantly access federal, state, and local information sources and crime databases for queries on people, vehicles, firearms, and other suspicious articles.

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The rugged computers equipped with hardened wireless modems allow the on-location agents to communicate via email, access the internet, and perform on-line inquiries to the FBI's National Crime Information Center and state motor vehicle registries enabling them to check license plates, vehicle registrations, and driver's licenses for wants and warrants, parole violations, and more. Access to local and state law enforcement databases and motor vehicle registries expands the potential for more complete and more accurate background checks and warrant histories.

A Homeland Security spokesman stated that DHS officers gained a tremendous boost in security efforts with the integration of the rugged mobile wireless systems during the Democratic and Republican National Conventions. The ability to speed up access to more information, accurately and swiftly, increases an officer's on-the-job effectiveness, and the ability to make rapid decisions regarding potentially threatening situations. When faced with a suspicious situation, the officer can conduct a field interview and input data remotely for processing - learning immediately if the individual is a threat.

The hand-held and in-vehicle systems are also helpful in clearing individuals - originally thought suspicious - expeditiously, with minimum disruption and limited absorption of officer resources. Before the mobile wireless systems were available, agents conducted field interviews, then escorted the individuals to a protective location, processed them, and requested background checks through a dispatch center located in another area. Officers were required to wait for information to be channeled, routed back and evaluated - and were unable to release detainees until they had been cleared. The likelihood for communication error was greater, and the time spent on each field interview/information request was quite significant. Now, in a matter of moments, backgrounds can be checked, and people cleared and released.

"Hand-held and in-vehicle mobile wireless devices step security up a notch. Having instant access to hardware that can provide this kind of information helps agents know much more rapidly if there is a potential situation at hand," says Dave Hathaway, TransCOR project manager at the Democratic and Republican Conventions. "By being able to call up identification and arrest information on a hand-held or vehicle-installed computer - agents can instantly and directly access the info they need, at their fingertips, right when they need to have it."

The secure rugged mobile systems also eliminate eavesdropping by potential suspects. Previously, with the use of radio communications, suspects could be alerted through radio transmissions, clearing the area before being detained by officials.

During the conventions, the computers were jostled, bumped, used in all types of weather, and experienced a fair amount of vibration - especially those installed in vehicles. There was no room for quirky hardware - and no tolerance for equipment failure. Rugged computers are designed and built from the ground up to take the hard knocks and stand up to the harsh environments that can impact sensitive computer hardware and software.

"Enhanced shock absorption protects the hard drives from the constant in-vehicle vibrations that can easily damage non-ruggedized systems," said TransCOR president, Tom Haywood. "Improved gasketing seals out moisture and dust. The outer casings and chassis are molded from magnesium



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alloy to minimize external damage, and the screens can be read in all types of lighting situations and are protected from damage.”

“Our experience with over 350 law enforcement agencies throughout the Northeast has shown that rugged computers truly do make a difference - by providing immediate access to critical information via reliable technology and wireless communications,” said Tom Haywood.

Wireless technology installed on mobile computers and hand-held devices also makes communication more viable between agents and agencies - and increases the likelihood that problems can be avoided through collaborative information checking and data tracking. “In the long term, TransCOR could enhance the local, state and federal efforts for interagency cooperation,” says Dave Hathaway. “The systems we integrated at both the Democratic and Republican National Conventions really help. The agencies now have the capability to instantly share information and transfer information back and forth.”

TransCOR Information Technologies is the Northeast’s leading supplier, integrator and installer of rugged mobile computing solutions including leading manufacturers’ computers and wireless gear for in-vehicle and field use -- allowing productivity in challenging environments, regardless of weather or conditions.

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For product and service offering information, please contact Dave Hathaway (508)854-8334.