



10 Key Questions to Ask When Buying In-Car Video

<p>Is the product designed using the latest technologies?</p>	<p>New equipment that uses older technologies is one step closer to obsolescence. The latest Mobile Digital Video equipment for military and public safety applications is now capturing high-resolution images on solid state drives. Some of the more advanced companies are using IP and Web-based technologies to move the data. Docking speeds have improved greatly over older models. DVRs are now fast, powerful computers.</p>
<p>Where is the DVR manufactured?</p>	<p>A vendor who manufactures their own DVR in the U.S. will have much tighter control over available features, quality issues and shipping than a vendor who manufactures overseas, and will be far more responsive.</p>
<p>Does the vendor have in-house design, engineering and support capabilities</p>	<p>If the vendor outsources the development of their hardware or software it introduces another layer of complexity in development and support. Look for a vendor who designs, engineers and supports their own technology. They will maintain better control over the quality and will be better able to respond to your needs.</p>
<p>Can the product be customized to my needs?</p>	<p>Some products are fixed "out of the box" solutions which may or may not meet your needs. Be sure to ask if your vendor has the capability to provide customized solutions. A vendor who owns their own technology should be able to work with you in developing the features or capabilities you require.</p>
<p>How secure are the files? What kind of disaster recovery features does the product have?</p>	<p>Standard digital video files commonly used in consumer products are subject to corruption and data loss. The integrity of the data may be called into question when used for evidentiary purposes in a Public Safety setting. How is the system engineered to minimize data tampering or loss of evidence? Are there redundant safeguards to protect evidence?</p>
<p>Is the product a "Dressed up" consumer product or is the product designed from the ground up as a military/public safety device?</p>	<p>How resistant is the product to dust, moisture, shock and vibration? Does the product have any moving parts? How well will the product perform at extreme temperatures that exist in a vehicle environment? Does the product have a rugged enclosure?</p>
<p>How well does the company support their product?</p>	<p>What do existing customers have to say about support for the product?</p>
<p>How easy is it to dock and manage stored files?</p>	<p>Will officers and supervisors regard docking as a time-consuming hassle? Does the product support flexible docking options that are fast and convenient for the officer and for the IT department? What kind of safeguards are in place to prevent loss of evidence? How easy is it to retrieve and view incidents?</p>
<p>Is the product something that the IT department is going to want to support?</p>	<p>How much on-site installation, upgrading and maintenance will be required? Is the product easy to troubleshoot? Will the system integrate well into the existing network? How easy is it to configure the in-vehicle and back office system, and view system status?</p>
<p>What percentage of a vendor's business is focused on digital video systems for the Public Safety market?</p>	<p>How much of a vendor's business is focused on digital video systems for the Public Safety market? How much experience does the vendor have in the design, engineering, and support of digital video products in the Public Safety market?</p>

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