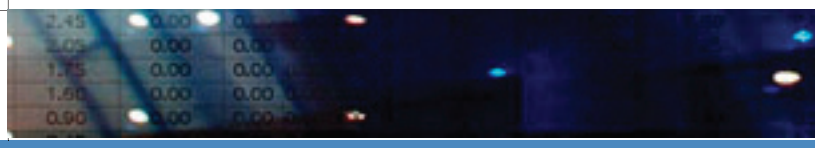
GlassHouse Case Study



"We have benefited from a strong working relationship with the GlassHouse team. The project was groundbreaking for the police service and the support of a company experienced in complex storage and backup networks was crucial to its success and continuity. The achievement of a national level IT system across the country in a matter of a few months is no mean feat and has been a fine example of a public service outfit and private sector companies working together."

-- Michael Fickling, West Yorkshire Police Detective Superintendent and Head of Scientific Support

The West Yorkshire Police are the UK's fourth largest police force serving approximately 2.1 million people living across 780 square miles. Over 5,000 police officers and 2,300 support staff serve the area. The West Yorkshire Police Imaging Unit is one of the largest and most advanced. Their focus is on developing sophisticated systems that improve the use of video imaging technology to bring criminals to justice.

The Challenge

The Street Crime Initiative launched in 2002 tasked 10 UK police forces to aggressively reduce the rise in crime to meet targets set by the Home Office. A change in the Police & Criminal Evidence Act (PACE) allowed Police ID inspectors to opt for a video-based ID parade (a.k.a., police line-up). In April 2002, the West Yorkshire Police launched the VIPER (Video Identification Parade Electronically Recorded) system as a critical component in the battle to reduce the amount of street crime and GlassHouse Technologies helped to build the IT infrastructure to support the VIPER application that allowed the West Yorkshire Police to maximize its existing IT assets.

Before electronic ID parades were introduced, an ID parade cost between £750 to £1,250 (roughly $1,500 to $2,500) and often took six to ten weeks to set up, depending on the availability of 'look-a-likes', witnesses, and the suspect. An ID parade now costs as little as £150 ($270) and can happen much quicker. The National VIPER Bureau, has a strict service level agreement (SLA) with its 31 police force customers to deliver completed electronic line ups within two hours. For urgent cases, parades are regularly produced within an hour and have been done in as little as fifteen minutes.

How the VIPER System Works

VIPER is used to record a short digital clip of the suspect and a database of thousands of volunteers is searched in order to select eight to ten other appropriate candidates. The video clips are edited together into a digital video identity parade and shown to a witness on either a standard television set in the police station or loaded onto a laptop and used at a remote site. Dealing with such large numbers of video image files, each starting at 25Mb, is not without its own challenges, such as the limited speed that users are able to access the

files and the ability of multiple editors to access the same file at the same time. To make it all work, the West Yorkshire Police partnered with GlassHouse to develop, implement and maintain a high performance scalable solution.

While dramatically reducing the time needed to pull together an ID parade, the VIPER Bureau has been able to increase the number of ID parades they can run. In fact, they have carried out more than 18,000 VIPER ID parades to date. This is far more than would have been possible using traditional 'live' ID parades and represents a saving in excess of £37 million ($65 million) within its first three years in operation. The bureau is carrying out 240 parades a day which equates to 3, 700 per month and the vast majority are processed in under two hours with as many as 12% turned around in under an hour. So, system performance is key.

The efficiencies of the VIPER system have been well documented throughout national police forces across the world. Police forces in Australia, New Zealand and the US have visited the West Yorkshire Police implementation to review the effectiveness of the system in operation. Several are now considering pursuing the VIPER model.

GlassHouse Maintenance of the Expansive VIPER System

Along with 18,000 electronic line ups in three years came a lot of data and video files that were threatening the scalability of the VIPER system across 100 remote sites that are now online. The first phase of maintaining the VIPER system with GlassHouse is to design and build a storage and backup solution for the new disaster recovery site that will ensure continuous 365x24x7 availability of the VIPER system. The second phase is an outsourcing storage and backup support contract to support the entire VIPER production and disaster recovery environments.

The storage and backup support contract is a two-year agreement for GlassHouse to provide West Yorkshire Police with key elements of the GlassHouse Operational Support Services (OSS) family, thereby ensuring that the force's back-up and recovery systems are running efficiently and effectively. These services include 365x24x7 remote monitoring from the GlassHouse Service Operations Center (SOC), which allows West Yorkshire Police to save financial resources by removing the need to hire in-house support staff. GlassHouse's storage and backup capacity planning allow West Yorkshire Police to achieve 100% data protection by understanding current and future capacity and utilization. The GlassHouse change management processes ensure that changes to the infrastructure are compliant with the customer's standard operating procedures and that hardware and software compatibility is not compromised during upgrades.

About GlassHouse Technologies, Inc.

GlassHouse is the leading provider of services that help organizations solve the business problems of enterprise storage. From strategy through implementation, operations and customer support, GlassHouse partners with clients to achieve predictability and manageability in storage operations, enabling cost control, risk mitigation and increased service levels. GlassHouse clients include Biogen Idec, Inc. (NASDAQ: BIIB), Hartz Mountain Industries, Inc., Virgin Mobile, and The Guardian Life Insurance Company of America.