



ZUERCHER

Why Choose Zuercher Suite?

Purchasing a new public safety software system can be overwhelming. There are so many products on the market. So many different vendors. You wonder if there are any substantial differences between them. **There are.** There's nothing on the market that compares to Zuercher Suite.

Software that fits the way you work.

Zuercher Suite stands apart from other software systems in that it was designed to assist with your mission. Not dictate how you do it. What that means for your agency: incredible efficiencies at every level of your organization.

With **one application**, you log into one system. Remember one password. And your system administrator only has to set up and maintain a single set of user accounts. All your data is in **one database**. Connected. Integrated from end to end. Use one consistent and accessible master index for name, address, and vehicle data. There's no switching between systems to get the full story. Critical information flows easily between records.

Zuercher Suite can be used as a standalone system or a fully integrated suite. Either way, the product has a **breadth and depth** that covers all your needs: CAD, records, mobile, jail, civil, financial, administration, and more. Everything you need.

WHAT MAKES US DIFFERENT?

1. NOT JUST INTEGRATED. TRULY UNIFIED.

ONE APPLICATION.
ONE DATABASE.
ONE VENDOR.

2. YOUR SYSTEM, YOUR WAY.

CUSTOM FIELDS, FORMS,
MODULES, REPORTS,
DASHBOARDS, WORKFLOW.

3. YOU PLUG IT IN, WE HANDLE THE REST.

SOFTWARE, SERVERS,
BACKUPS, UPDATES.
WE MANAGE IT ALL.

4. OUR CUSTOMERS ARE OUR PROOF.

UNPARALLELED
RETENTION RATE.
UNBEATABLE TRACK RE-
CORD.

We know your agency has unique needs. That's why we design our software to be **configurable to the way you work**. Zuercher Suite is designed to adapt to your agency. Not the other way around. Configure your workflow to follow the procedures you actually use. Use your software to keep each employee on top of the most important tasks. Streamline your approval process and notifications. Set your priorities. Your way.

Zuercher Custom Forms allows you to replicate and automate the paper documents you currently use every day. Zuercher Custom Modules can replace your spreadsheets and stand-alone data tracking systems. All the data you're collecting becomes part of your searchable database. Our built-in statistical report generator in Zuercher Suite lets you put your data to work. Analyze your data. Run one-time or regularly scheduled reports. Right in your system.

A System Built to be Supportable.

When you work with Zuercher, **your system is our responsibility**. We provide your servers, eliminating extra time, cost, and work for your IT staff. Our technical team handles backups. Maintains, updates, and upgrades your system. We monitor your servers. If there's a potential problem, we'll be alerted and fix it before it becomes an actual problem. Your plug it in and we take care of the rest.

We have a **trouble-free update process**. Zuercher regularly releases major software updates to add enhancements and requested features. We test our updates thoroughly, so you actually look forward to new releases and the improvements they bring. Unlike other vendors, who may take down your system for hours or even days, we do it quickly. We send out minor updates whenever needed in a way that doesn't disrupt your daily operations. On average, our customers had 99.99 percent uptime over the last two years.

Our system was designed from day one with support at the forefront. Because your system is built this way, we can do more for you. Live humans answer the phone 24 hours a day. But we **fanatical levels of service** far beyond that. Our training staff does thorough on-site sessions to make sure your staff is comfortable with Zuercher Suite before they begin using it. We also offer training videos, online support, web seminars, and an annual user conference. We check in with you to make sure you're truly getting the most out of your software.

A Product with a Real Future.

Your system is already **configured to your needs**, allowing it to evolve with your agency as it grows and changes. Our product is modern, proven, stable, and reliable.

We heavily invest our time and resources into **research and development** to ensure you have software that will meet your agency's needs now. And many years from now. We're developing our system with the future in mind: Next Generation 9-1-1, data sharing, analytics, mobility, intelligence, and more. And we're part of TriTech Software Systems, the nation's undisputed leader in public safety software, which gives us the resources to bring even more innovative solutions to our cutting-edge software.

Our **track record is our proof** that we're a safe and smart decision. The many sheriff's offices, police departments, jails, and PSAPs that use our software are our best reference. Our customer retention rate is unparalleled. Talk to our customers. They'll tell you why they chose Zuercher Suite. How it has made a difference in their daily operations. And why they'll continue to use our software for years to come.

All these things make Zuercher Suite a different kind of software solution. If these differences are important to you, talk to us. We'd like to make a difference in the way your agency uses public safety software.