



CUSTOMER CASE STUDY

Whenever the Department of Veteran Affairs Needs to Find Critical Data – Tracers Delivers

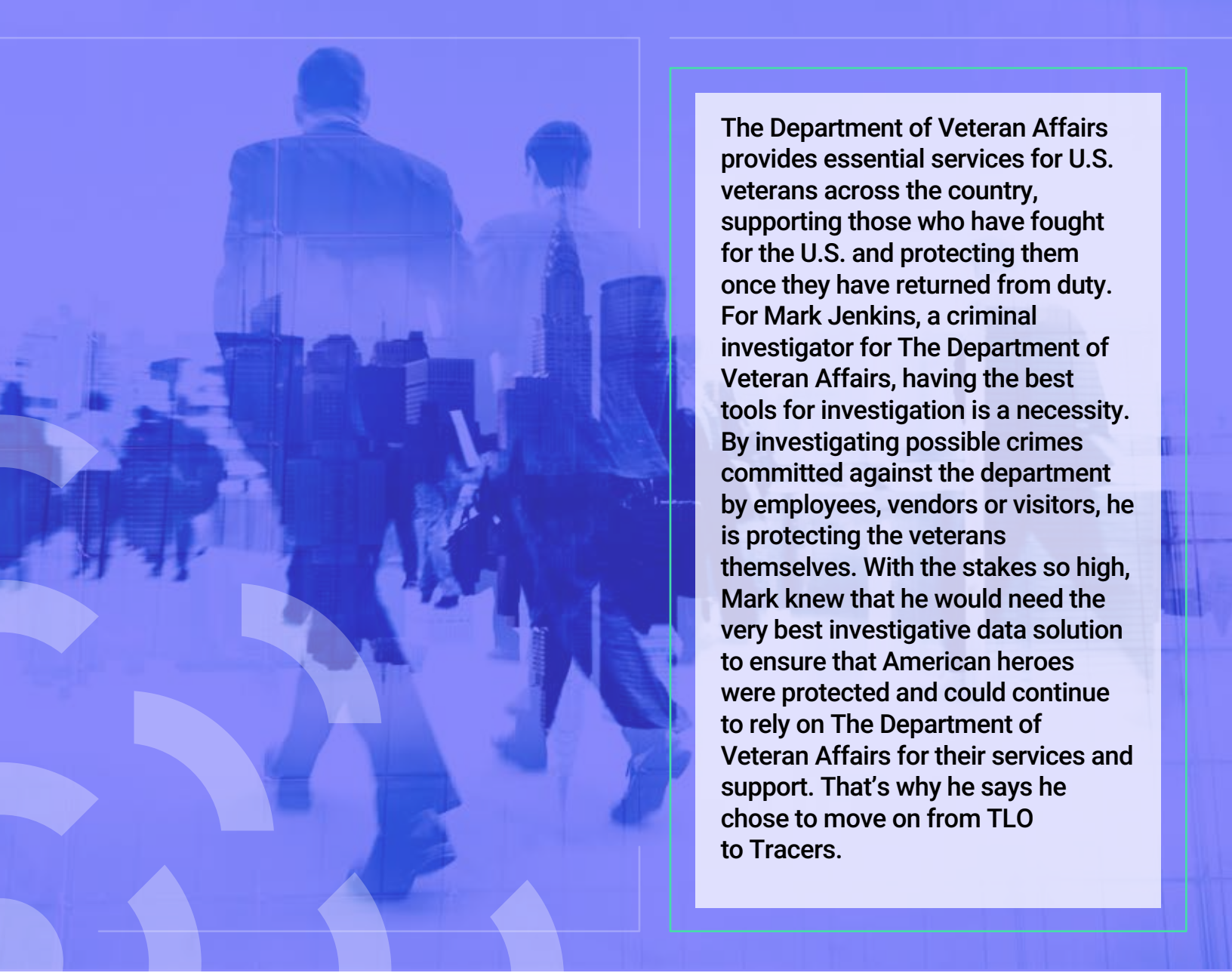
“Before Tracers, I had to log in at a desktop to obtain investigative data. Now I can log on anywhere I can get internet. Many times investigators are doing surveillance away from their desktops and they can use their phones to perform searches.”

Mark Jenkins - Criminal Investigator, Department of Veteran Affairs



Tracers

Information when you need it now!



The Department of Veteran Affairs provides essential services for U.S. veterans across the country, supporting those who have fought for the U.S. and protecting them once they have returned from duty. For Mark Jenkins, a criminal investigator for The Department of Veteran Affairs, having the best tools for investigation is a necessity. By investigating possible crimes committed against the department by employees, vendors or visitors, he is protecting the veterans themselves. With the stakes so high, Mark knew that he would need the very best investigative data solution to ensure that American heroes were protected and could continue to rely on The Department of Veteran Affairs for their services and support. That's why he says he chose to move on from TLO to Tracers.

Tracers Benefit: Cost Efficient

For Mark, one of the biggest reasons he needed to change vendors came down to cost. "TLO started to charge too much for law enforcement services. As a government agency, cost control is vital."

Cost can be a big factor for any organization, but particularly for government-funded organizations like the V.A. Without consistent pricing, other tools and solutions can become unwieldy, making the relationship untenable when the cost of keeping other investigative data providers would mean reducing the funds going to another, perhaps more vital service provided by the V.A.

Tracers charges are straight forward and displayed right in the platform. That means that there are no surprise fees. By keeping costs simple and consistent, organizations like The Department of Veteran Affairs can budget safely and conservatively without sacrificing quality of product or customer service.

Tracers Benefit: Ease of Access

The Tracers solution is internet-based, making it accessible anywhere that internet is available. "Before Tracers, I had to log in at a desktop to obtain investigative data. Now I can log on anywhere I can get internet access. Many times investigators are doing surveillance away from their desktops and they can use their phones to perform searches."

Criminal investigators, whether private or otherwise, have mobile jobs. When a crime has been committed, it's rare to be able to solve the case from your desktop without ever having to investigate a scene or perform surveillance. Tracers is built to be mobile and travel with investigators, which is one reason why Tracers was voted the number one data provider to private investigators.

When you're on a case and need data quickly, Tracers allows you to access searches from the convenience of your phone.



Tracers

Tracers.com

1-877-723-2689

©2019 Tracers. All rights reserved. Tracers is not a "Consumer Reporting Agency" as is defined in the Fair Credit Reporting Act ("FCRA") and its services do not constitute a "Consumer Report" as defined in the FCRA. Accordingly, the services may not be used as a factor in determining eligibility for credit, insurance, employment or another purpose in which a consumer report may be used under the FCRA. Nor can data be included, in whole or in part, in any Consumer Report.

Tracers Benefit: Usability

Ease of access means very little if a tool is difficult to navigate. In a surveillance situation, it doesn't help to log in from your phone but then struggle to figure out how a tool or platform works. For Mark, Tracers has been easy to train investigators to use. "Two [investigators] are using it now regularly, and two have recently been added to the account. They like how easy it is to use."

Through Tracers, criminal investigators like Mark can access a number of searches from anywhere they have internet access, including:

- Criminal records
- Court records
- A reverse phone directory
- Vehicle registrations
- Workplace records
- Assets searches
- And many more.

Without the right tools, it's difficult for any professional to do their job, and when that job is protecting The Department of Veteran Affairs from criminal activity, that job becomes even more important. Tracers has helped many people like Mark Jenkins streamline their data needs and improve the time it takes to access essential search results in order to help close criminal cases.

Tracers also does this while maintaining consistent and reasonable pricing, allowing organizations that are operating on a strict budget to access high quality data without sacrificing elsewhere.

